



IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Manager, Information Systems	
Position Number(s)	Community(s)	Division/Region(s)
97-9812	Yellowknife, NT	Performance and Corporate services

PURPOSE OF THE POSITION

The Manager, Information Systems is responsible to ensure the reliability of Information Systems to meet the Workers' Safety and Compensation Commission's (WSCC's) business objectives. The incumbent is responsible to plan and coordinate Information Systems (IS) related activities, and provide administrative direction and support for daily operational activities of the IS business unit. This position manages internal IS employees, and external contractor agreements to ensure IS meet prevailing standards for quality, integrity, security, and availability in accordance with legislation, policies, procedures, and information technology service management best practices.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut, directed by a Governance Council through the President & CEO. The WSCC operates from headquarters in Yellowknife, and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The Workers' Compensation Acts of the Northwest Territories and Nunavut govern the system, funded through the collection of assessments from employers.

The WSCC is committed to an environment free of discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

The WSCC has jurisdiction throughout the Northwest Territories and Nunavut and owns and operates its own data and systems infrastructure that is independent of the Government of the Northwest Territories and the Government of Nunavut. Therefore, this position is responsible to safe guard and ensure continued operations of WSCC's electronic

infrastructure. This includes the WSCC staff's ability to access and operate this infrastructure as the move to on-line portals becomes day to day in the way that business' conduct operations in the north and the threat of cyber-attacks more apparent.

This position is based in Yellowknife, and reports to the Vice President, Performance and Corporate Services/CIO. The Manager, IS supports the Vision, Mission and Values of the WSCC by ensuring that services to outside stakeholders are not compromised by the inability of staff (internal stakeholders) to understand and use their system and application resources efficiently and effectively. The Information Systems/ /Information Technology (IS/IT) infrastructure is considered a major WSCC asset supported by the efficient implementation of strategic business/information systems. Major activities of the IS unit include, but are not limited to: incident and problem management, change management, application development and maintenance, network and security availability, and data management.

This position manages the vital day-to-day integration and maintenance of WSCC IS across the WSCC offices in Yellowknife, Inuvik, and Iqaluit. WSCC IS include: hardware, application software, security, electronic data, computer operation, network, and communication facilities. Reliability and availability of the IS are critical for the WSCC's ongoing operations. The incumbent is responsible to develop and maintain IS that support WSCC employees to provide high quality client service. This position manages relationships, and monitors the performance and contractual obligations of outsourcing partners that assist in the development and maintenance of WSCC IS.

The incumbent is an integral part of the WSCC's Leadership Team that supports the organization's strategic direction. This position works closely with the CIO to identify, recommend, develop, implement, and support cost-effective technology, and service solutions for all aspects of the organization. The incumbent is expected to stay abreast of technological advancements and newer solutions as they apply to this position through professional development and research. This position makes decisions and provides consultative services directly to the Senior Management Team (SMT), middle managers, and staff related to information systems and technology

Teamwork and cross-divisional collaboration are essential to the organization's success. The Manager, IS must develop and nurture trusting relationships with colleagues, and share information with other areas of the organization to help make collaborative decisions that support the WSCC's goals and objectives.

The Manager, IS is responsible to manage project budgets, and track an operations budget up to \$5,000,000 and varying amounts of capital funds for infrastructure and application development projects.

This position comes with a great deal of influence over IS; therefore, it is imperative that the incumbent understands the WSCC's mission, goals, business processes, and requirements.

DIMENSIONS

Direct Reports

- 1 Senior Business Analyst/Project Manager
- 2 Senior Client Service Analyst
- 1 Client Service Analyst

The position has a signing authority of \$20,000. Information Systems has an annual O&M budget of \$5.6 million and an annual capital budget of \$200,000.00 - \$1 million.

RESPONSIBILITIES

1. Develop and maintain the IS strategic and operational framework

- Develop strategic initiatives in keeping with WSCC strategic plan
- Develop yearly operational plans to support WSCC corporate plan
- Work with contractors to develop operation framework for services
- Analyze and evaluates current and projected needs for technology development, and technological adaptation to meet WSCC needs
- Ensure that advances in technology are applied to meet WSCC business needs, through ongoing review and evolution of IT infrastructure (hardware, software, server systems and telecommunications infrastructure) to support WSCC systems and initiatives

2. Manage the design, implementation, and maintenance of WSCC Information Systems and services

- Research and evaluate technical solutions to sustain and enhance IS.
- Manage the development, deployment, monitoring, maintenance, upgrade, and support of all IS
- Oversee the provision of end-user services, including Service Desk, and technical support services
- Monitor, evaluate, and report on IS projects, governance, and operations
- Oversee and coordinate project management of multiple IS projects
- Direct procurement and tracking of all hardware, software, and licensing needs. Major responsibilities include:
 - Develop and maintain a current IT hardware replacement plan that includes desktops, laptops, and servers; and
 - Identify WSCC software requirements to meet business needs
- Establish and maintain frequent communication with WSCC employees regarding pertinent IS activities
- Manage implementation and support of IS in regional offices
- Oversee development, implementation, maintenance of Disaster Recovery Plan and Sites.
- Identify IS risks and oversee the development and implementation of risk mitigation strategies

3. Develop and lead implementation of information security strategies and provide oversight over information security framework

- Drive adoption of and adherence to policies and standards through the provision of expert advice and guidance in order to ensure architectural principles are applied, requirements are defined and rigorous security testing is applied
- Oversee, monitor, communicate and report on the implementation and adoption of information security policy, standards, exceptions, risk assessments and awareness efforts
- Develop and maintain a security program (including awareness) and initiatives that address identified risks and business information security requirements;
- Obtain and act on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems;
- Manage security incident response framework and oversee implementation of response/mitigation measures
- Investigate major breaches of security and recommends appropriate control improvements
- Lead incident handling activities to ensure incident response is appropriate and effective, including developing the network, providing training, tools, guidance and incident reports, as needed.

4. Manage the activities of the IS unit

- Ensure the IS team efficiently performs all IS duties and meets its goals and objectives
- Coach and support the IS team; provide challenges, create a desire to continuously learn, and provide performance feedback
- Maintain quality assurance by establishing, achievable service standards. Implements corrective action when required
- Co-ordinate, direct and supervise the day-to-day performance of assigned staff
- Monitor internal and contractor quality assurance controls and processes to ensure effective quality assurance of the Information Systems unit
- Provide guidance to ensure existing policies and procedures are adhered to
- Maintain relationships with third-party vendors and service suppliers
- Administer vendor, outsourcing partner, and consultant contracts
- Prepare and manage project budgets and track operational budget
- Approve and monitor leave and attendance of direct staff members
- Monitor performance of staff in accordance with the WSCC's Performance Management Program

5. Maintain WSCC IS Management framework

- Implement approved strategy, policy, standards, and guidelines
- Assist the CIO with development of IS Strategic Plan and IS unit work plan
- Implement, maintain, and enforce Information Technology Service Management Processes (ITSM)
- Work with the CIO and other stakeholders to develop business and system requirements for new technology implementations

- Provide frequent reports to CIO on project and operations progress

WORKING CONDITIONS

Physical Demands

No unusual conditions

Environmental Conditions

No unusual conditions

Sensory Demands

No unusual conditions

Mental Demands

The incumbent is required to address service requests requiring rapid response and significant re-prioritization of unit workload. The incumbent is the management escalation point for all problems not dealt with through regular IT service management processes. Mental fatigue is common as result of heavy workload, balancing competing demands, periodic need for intense analytical work, and pressures from complex projects that are often impacted by tight deadlines. Unexpected demands, competing demands, and ambiguity frequently cause stress and mental fatigue. Awareness of the impact of IS failure on WSCC operations creates stress

KNOWLEDGE, SKILLS AND ABILITIES

- Strong team leadership skills and experience
- Expert knowledge of IS, including an overall understanding of the industry and how IS are used to address business requirements
- Expert knowledge of IT Service Management objectives and best practices
- Strong management skills that effectively combine the management of IS staff with technology management
- Strong understanding of client service and commitment to client satisfaction
- Ability to manage and track large budgets and finances to support effective decision making
- Expert knowledge of risk analysis and disaster recovery planning
- Strong knowledge of core IS business processes and strategy
- Ability to anticipate, identify, and prepare for unapparent opportunities or problems ahead of time
- Demonstrated supervisory experience
- Superior ability to determine long-term issues and establish long-term goals, strategies, and policies
- An ability to alter normal procedures to meet a specific goal
- Ability to ask a series of questions to uncover subtle causal relationships
- Analytical skills, with the ability to disassemble problems and reassemble in logical order
- Ability to see patterns, trends, or omissions when looking at information

- Ability to demonstrate objective and active listening skills, and respond in a helpful and responsive manner
- Ability to participate willingly, support team decisions, and do an equal share of work
- Ability to produce clean and concise written documents
- Ability to anticipate and clearly communicate information requirements

Typically, the above qualifications would be attained by:

Completions of a Bachelor’s degree in Computer Science, Computer Engineering, or Management Information Systems, and at least five years of directly related experience. A minimum of three (3) years of relevant progressive IT management experience is required.

Professional certifications, formal training in Project Management, IT service Management, and other relevant certifications are assets.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) Intermediate (I) Advanced (A)
 - READING COMPREHENSION:
 - Basic (B) Intermediate (I) Advanced (A)
 - WRITING SKILLS:
 - Basic (B) Intermediate (I) Advanced (A)
- French preferred

Aboriginal language: To choose a language, click here.

- Required
- Preferred

CERTIFICATION

Title: Manager, Information Systems

Position Number(s): 97-9812

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p> <p>_____ President & CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<p>_____ Date</p> <p>_____ Date</p>
<p>The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.</p>	

Reviewed by Human Resources: _____