

IDENTIFICATION

Department	Position Title	
Lands	Manager, Information Systems and Technology	
Position Number(s)	Community(s)	Division/Region(s)
24-6805	Yellowknife	Informatics

PURPOSE OF THE POSITION

The Manager, Information Systems and Technology is responsible for the provision of expertise, leadership and vision to ensure the effective and efficient operations and enhancements of Information Systems and their underlying Technologies to support the delivery of programs and services, effective information management and sound decision making within the Departments of Lands, ENR, and ITI.

SCOPE

Reporting to the Executive Director, SSC Informatics, the incumbent is responsible for the management of 8 technical professionals including:

- Database Administrator (x2)
- Database Architect / Systems Analyst
- Database and Systems Technician
- Senior Systems Analyst (x4)

In addition to internal resources, the Manager may engage private contractors to augment capacity during times of peak activity or on urgent initiatives.

The incumbent is responsible for an operating budget of approximately \$1,650,000. In addition, the manager is also responsible for managing the budgets for capital and O&M system maintenance and upgrade projects ranging in value from several thousand, to over a million dollars.

Information systems and technology services play an important role in enabling efficient and effective business processes. The department relies heavily on information systems to increase productivity, reduce costs, make more effective decisions and improve the level of service to clients. The Manager, Information Systems and Technology is responsible for the day to day delivery of these services, including support and maintenance of existing systems and services, planning for the implementation of upgrades and system interfaces, and participates to the successful design, implementation and roll out of new application systems.

ENR, ITI, and Lands are complex departments with discrete divisions or program areas each with their own unique and complex requirements. ENR, ITI and Lands depend on information systems and technology to deliver a variety of services throughout all five Regions and in almost every community of the NWT.

The Manager, Information Systems and Technology is responsible for a current portfolio of approximately 40 information systems and databases, including several mission critical systems enabling effective management and administration of essential programs such as Forest Fire Operations, Mineral Tenure and Leasing, Recreational and Land Leasing, Wildlife and Ecosystem Management, Watershed Management, Oil and Gas exploration Leasing, Royalty Management etc. These programs are instrumental in enabling the GNWT to deliver its mandate for sustainable economic development and stewardship of the environment.. The unit is also responsible for the maintenance and operations of departmental websites, portals and intranet sites.

In addition to the applications in use by ENR, ITI and Lands, the incumbent is also responsible for the maintenance and administration of two GNWT wide applications. The Action Request Tracking System used by the Ministers Offices and most Deputy Minister Offices within the GNWT, and the Environmental Assessment and Tracking System, used by multiple departments to coordinate GNWT involvement in Environmental Impact Assessments and other projects requiring regulatory authorizations. In addition, the unit also provides database and application support and maintenance to the GNWT enterprise GIS architecture and central data repository, which facilitates the discovery, exchange and access to geomatics data and information throughout the GNWT as well as to partner organizations and the public.

In addition to supporting the existing applications, the Manager participates in the effective business analysis of large-scale information management systems. This includes, documenting business requirements and use cases, conducting feasibility and cost benefit analyses and providing advice and guidance on the design and construction of new or upgraded information systems that meet user needs, specified standards, and other criteria. The incumbent is also responsible for project management activities in the design, development, testing and implementation of large-scale systems.

As a service organization, the unit completes much of its work through consultation and collaboration. The incumbent fosters and maintains an environment that encourages individual commitment and growth, teamwork, and emphasizes the importance of excellent client relationships within the division and with our clients.

The position operates within the policy framework, established by the GNWT Informatics Policy Council, as they relate to the management of information, information systems and technology services.

A major challenge for this position is to continually increase the level of access to, and quality of, Information Systems and Technology Services under increasingly difficult financial pressure. The incumbent must effectively assess and prioritize initiatives against government or departmental priorities and manage client expectations in order to achieve a successful outcome. This is essential in order to allow the Departments continue to improve the

effectiveness and delivery of Government programs and services, and maintain their responsibilities related to economic development and sustainable natural resources.

RESPONSIBILITIES

- 1. In collaboration with the Informatics Management Team, contributes to the development of strategies which ensure the appropriate application of Information Systems and Technologies in support of the business goals and objectives of ENR, ITI and Lands or in the case of Action Request Tracking System and the Environmental Assessment and Tracking System, the other GNWT stakeholders:**
 - Participates in and supports the ENR, ITI and Lands Informatics Steering Committees (a sub-committee of each departments Senior Manager Committee);
 - Identifies opportunities to provide additional benefit to clients through the use of Information Systems and Technology services;
 - Maintains a high degree of awareness of new advances and development in Information Management and Information Systems services, practices and technology;
 - Participates in interdepartmental and GNWT initiatives that contribute to GNWT strategic direction and establishes goals and objectives for Information Management, Systems and Technology.

- 2. Develops and executes operational plans that ensure the implementation of strategic goals and objectives related to Information Systems and Technology, or the management of Information:**
 - Leads the preparation of the annual unit operations plan;
 - Leads the development of long term systems planning including application lifecycle management;
 - Collaborates and communicates with client divisions and regions on a regular basis;
 - Ensures plans recognize and are consistent with available resources.

- 3. Contributes to business analysis/feasibility studies on large-scale information management systems:**
 - Participates in initial needs assessments with preliminary analysis on project needs and project results employing the appropriate techniques to document and model the requirements;
 - Contribute to cost/benefit analysis and recommendations on the feasibility of projects and on the most suitable solutions to meet business needs;

- 4. Act as Project Manager for the and implementation of technology updates to applications and supporting architecture:**
- Coordinate and manage multiple projects and lead multiple project teams;
 - Develop criteria to prioritize projects and resolve problems;
 - Identify technical, human, financial and capital requirements for each project;
 - Prepare and manage project budgets and schedules including critical path timelines;
 - Work within government planning processes to ensure maximum opportunity for funding of projects;
 - Manage and direct contractors and project staff;
 - Develop and monitor project risk assessment plans;
 - Oversee and manage the Preliminary Analysis, Design, Development, Testing and Implementation phases of systems development ensuring that technical specifications meet client needs and departmental/government standards;
 - Conduct on-going systems testing and monitoring and arrange for necessary adjustments over time;
 - Ensure a high level of communication between stakeholders throughout the project lifecycle;
 - Provide sound and disciplined project health and reporting to project sponsors and departmental senior managers;
 - Collaborate with other partners (Technology Service Centre, Office of the Chief Information Officer,) to ensure project success.
- 5. Oversees and ensures that the appropriate processes and procedures are in place to support and maintain existing Information Systems and Technology Assets of the Departments:**
- Ensuring Disaster Recovery plans are in place for all business critical systems;
 - Ensuring ongoing preventative maintenance plans are in place for all production systems and services;
 - Overseeing routine administration and maintenance activities for systems and technology services;
 - Ensuring timely response to client requests for assistance, service or information.
- 6. Implements and maintains processes to measure and evaluate the effectiveness of Information Systems and Technology Services to ensure they are meeting goals and objectives through:**
- Periodic measuring and reporting of unit outcomes;
 - Analyzing and responding to feedback from clients;
 - Establishing routine meetings with client groups to solicit input and assess overall quality;
 - Identifying and implementing approaches to improve services.

7. Manages the provision of Information Systems and Technology services through the coordination and effective management of human and financial resources:

- Anticipates, recommends and plans for future human resource and financial requirements based on changing client demands and technology impacts;
- Develops goals and objectives for each employee;
- Assigns and schedules projects and operational tasks to staff and monitors progress;
- Provides complete and timely information to employees;
- Develops and implements on-going continuing education and staff development plans that provide enhanced performance and professional growth, including staff mentorship;
- Provides support and guidance to employees to help them accomplish defined initiatives and objectives to achieve excellent results;
- Implements a performance management process for employees;
- Manages the unit's expenditures within the allocated budget.

8. Represents the interests of ENR, ITI and Lands on matters related to Information Management, Systems and Technologies within the GNWT through:

- Membership on the Information Systems Advisory Committee (ISAC) and other interdepartmental working groups as required;
- Collaboration and regular communications with the Office of the CIO, the Technology Service Centre and other Information Systems and Technology staff across government; and
- Informal ongoing collaboration and consultation GNWT Information Systems professionals in other departments.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert knowledge of information systems and technology services, including systems development, integration, and operations;
- Excellent knowledge and understanding of Project Management;
- Working knowledge of various computer applications (word processing, spread sheets and presentation software);
- In-depth knowledge of data models and database architectures;
- Knowledge of CASE Tools and Systems Development Life Cycle (SDLC) methodologies.
- Working knowledge of financial planning, budgeting and administration systems;
- Expert knowledge of Information Systems and Technology options and alternatives to assess suitability for solving problems;
- Knowledge of the Microsoft Windows Development environments and underlying architecture (Windows Server and SQL Server);

- Knowledge of GNWT procurement policies and contracting best practices, in order to manage large projects and agreements.
- Excellent interpersonal skills;
- Excellent oral and written communication skills, including the ability to understand and effectively communicate, to both professional and lay audiences, complex technical ideas;
- Strong consensus building skills;
- Analytical and policy making skills needed to set appropriate direction, analyze evidence to form expert opinions, and provide correct advice to various stakeholders;
- Excellent management and leadership skills needed to manage a team of professionals and technical staff and consultants and to interact in a positive manner with stakeholders;
- Demonstrated ability to develop and articulate a vision and inspire others;
- Demonstrated ability to analyze complex issues, identify options and support sound decision making;
- Ability to successfully manage various projects related to Information Systems and Technology;
- Ability to generate viable new approaches and solutions to differing situations and problems as they arise;
- Demonstrated ability to administer budgets, estimate project costs, and make financial projections;
- Demonstrated ability to work in a high stress environment with tight deadlines;
- Ability to facilitate meetings and workshops;
- Ability to develop and build positive effective external and internal working relationships and partnerships;
- Ability to initiate, anticipate, shape and adapt emerging technology opportunities;
- Ability to advocate and encourage the innovative use of Information Systems and Technology in the GNWT;
- Ability to work with politically sensitive issues where a high degree of sensitivity, tact and diplomacy are required;
- Ability to interact effectively and positively with industry, government agencies, Aboriginal organizations and the public;
- Ability to resolve conflicts and differences of opinion.

Typically, the above qualifications would be attained by:

These skills are typically acquired by the successful completion of a university degree in a relevant Information Systems or Technology discipline combined with eight (8) Years of progressive experience including two (2) years experience managing staff and budgets.

WORKING CONDITIONS

Physical Demands

There are no unusual physical demands.

Environmental Conditions

There are no unusual environmental conditions.

Sensory Demands

There are no unusual sensory demands.

Mental Demands

Managing conflicting views and stakeholder agendas may lead to heated exchanges and confrontations between partners. The need to remain diplomatic and find common ground can be challenging. High demand for services outstrips available resources, forcing the manager to prioritize effectively and potentially turn projects of merit away, which may lead to stress in the workplace and confrontation with unsatisfied clients.

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