Role of Manager of Information Technology

Background:

Guided by the district's vision, mission, strategic priorities and goals, the Manager of Information Technology will assist the Secretary-Treasurer in fulfilling the general and specific aspects of the role description for the Superintendent as defined in the School Act, Board policies, and district administrative procedures.

Procedures:

1. The Manager of Information Technology is directly responsible and accountable to the Secretary- Treasurer.

2. The Manager of Information Technology will have specific responsibilities in the areas of student learning, student wellness, technology services leadership, technology services management, human resources management, fiscal responsibility, organizational management, communications and community relations, and leadership practices, as follows:

    2.1.   Student Learning:

        2.1.1.   Provides support for the effective use of technology to maximize twenty-first century student learning; and,

        2.1.2.   Supports an education-centred approach to technology to be developed and maintained throughout the district.

    2.2.   Student Wellness:

        2.2.1.   Provides support to ensure that each student is provided with a welcoming, caring, respectful and safe learning environment that respects diversity and fosters a sense of belonging.

    2.3.   Technology Services Leadership:

        2.3.1.   Provides support on all matters related to district technology directions;

        2.3.2.   Ensures that technical support maintains a focus on service;

        2.3.3.   Provides support for contracted and alternative technology services;

        2.3.4.   Provides support to ensure that ongoing technology infrastructure facilitates student learning in an inclusive environment according to the district goals; and,

        2.3.5.   Keeps current with the latest technologies and support mechanisms.

    2.4.   Technology Services Management:

2.4.1. Monitors operation of the technology services department and, in conjunction with information technology services staff, makes any necessary changes that would improve and streamline the operation of the department;

2.4.2. Works collaboratively to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of district operations;

2.4.3. Coordinates the day-to-day activities of the technology services department and ensures that all work is carried out in a timely fashion;

2.4.4. Coordinates evaluation of all new and existing equipment and supplies;

2.4.5. Manages assigned projects for the technology services department;

2.4.6. Provides technology and support for assistive technologies;

2.4.7. Maintains an inventory of the district software library;

2.4.8. Maintains paperless meeting software;

2.4.9. Coordinates the installation and support of video surveillance and bus video systems;

2.4.10. Supports multifunctional printers;

2.4.11. Supports school voice-over internet protocol (VoIP) and intercom systems; and,

2.4.12. Monitors and adheres to the legal, business and technological strategies of all networks and data servers, including the provision for secure backups.

2.5 Human Resources Management:

2.5.1. With the Secretary-Treasurer, manages technology services staffing, including recruitment, supervision, scheduling, development, evaluation and disciplinary actions;

2.5.2. Maintains a continual dialogue with technology services staff members to ensure that good performance is recognized and that potential problem areas are identified and resolved;

2.5.3. In conjunction with school administrators, ensures that technology solutions, guidelines and standards are being effected;

2.5.4. Conducts meetings and discusses with technology services staff members any proposed changes to Board policy or service delivery as the need to make such changes arises;

2.5.5. Supports the professional development of district staff members relative to the use of technology; and,

2.5.6. Provides for the training and support of school administrators and teachers regarding educational or business technologies.

2.6. Fiscal Responsibility:

2.6.1. With the support of the Secretary-Treasurer, develops a departmental budget within the parameters and constraints of the district budget;

2.6.2. Updates the learning and technology plan for the district annually, ensuring consideration of changing priorities;

2.6.3. With the support of the Secretary-Treasurer, administers all contracts and service agreements for technology services;

2.6.4. Supported by the Finance department, practices asset management for technology hardware, software and equipment; and,

2.6.5. Operates in a fiscally prudent and responsible manner.

2.7. Policy/Administrative Procedures:

2.7.1. Recommends development or modification of Board policies or administrative procedures to the Secretary-Treasurer, within areas of responsibility; and,

2.7.2. Ensures application of Board policies and administrative procedures as required in the performance of duties.

2.8. Organizational Management:

2.8.1. Within areas of responsibility, demonstrates effective organizational skills, resulting in compliance with all legal and Board mandates and timelines and in adherence to directives of the Director – Human Resources;

2.8.2. Maintains on-call availability as required for technology system stability; and

2.8.3. Handles emergencies, in a team-oriented, collaborative and cohesive manner, to a district culture that facilitates positive results, effectively handles emergencies, and deals with crisis situations

2.9. Communications and Community Relations:

2.9.1. Takes appropriate actions to ensure open and transparent internal and external communications are developed and maintained in areas of responsibility;

2.9.2. Ensures that staff members and students have a high level of satisfaction with the services provided by and with the responsiveness of the technology services department; and,

2.9.3. Liaises with the Ministry of Education and Child Care to align district technology plans with provincial initiatives.

2.10. Leadership Practices:

2.10.1. Establishes and maintains positive, professional working relations with the Secretary-Treasurer;

2.10.2. Honours and facilitates the implementation of the Board's roles and responsibilities as defined in Board policy and encourages staff members to do the same;

2.10.3. Provides the information the Secretary-Treasurer requires to perform, in an exemplary manner, the Secretary-Treasurer's role; and,

2.10.4. Performs tasks as may be assigned by the Secretary-Treasurer.

2.10.5. Practices leadership in a manner that is viewed positively and has the support of those with whom the Manager of Information Technology works in fulfilling the Secretary-Treasurer's expectations.

2.10.6. Implements the district Technology Plan and reports annually to the Board.

2.10.7. Exhibits a high level of personal, professional and organizational integrity.