

DUTIES OF THE INFORMATION TECHNOLOGY AND COMMUNICATIONS DIRECTOR

TITLE: Information Technology and Communications Director (ICT)
Information Technology Department

REPORTS TO: Superintendent and Secretary-Treasurer

GENERAL JOB DESCRIPTION

The ICT Director manages, coordinates and directs all activities of the Seven Oaks School Division ICT Department and its staff.

Is responsible for day-to-day management of IT systems, supervises IT staff, deals with vendors and handles the budgetary/financial aspects of running an IT Department.

The IT Director analyzes division needs and takes the lead role in providing division senior administration consultation and recommendations related to:

- developing the policies and goals of the Information Technology Department, and
- future planning and development of technology resources within the division.

The IT Director is responsible for administering the overall policies and goals of the Information Technology Department.

The IT Director will also provide training to staff to deliver outstanding customer support that is timely, well explained, friendly, and includes follow up related to the support issue.

REQUIRED KNOWLEDGE/SKILLS

The following competencies are required for this position:

Qualifications:

- A Bachelor of Education Degree is preferred.
- Bachelor of Science, Computer Science or related education.
- Industry certifications are an asset.
- Project Management certification and/or experience.
- A minimum of 5 years of related experience.

Knowledge and Skills:

The IT Director must have proficient knowledge in the following Core Competency areas:

Technical

- Wide Area and Local Area Network architecture, network administration and network installation.
- Server virtualization.
- Routers, switches and other network devices.
- Wi-Fi infrastructure and mobile devices.
- Network and computer data security and firewalls.
- VoIP.
- Enterprise backup solutions.
- Computer hardware and software systems and programs.
- Microsoft and Apple operating systems.
- E-mail systems and internet programs.
- Disaster recovery planning and management.
- Web site management.

Management and Communication

- Superior staff management skills.
- Demonstrated analytical, problem solving and decision making skills.
- Team building skills.
- Effective verbal, written, presentation and listening skills.
- Facilitates team meetings effectively.
- Holds regular status meetings with team.
- Keeps team well informed of changes within the organization.
- Effectively communicates relevant IT related information.
- Resolves and/or escalates issues in a timely fashion.
- Understands how to communicate difficult/sensitive information tactfully.

GENERAL RESPONSIBILITIES AND DUTIES**Manage Information Technology and Computer Systems**

- Plan, organize, direct, control and evaluate the operations of information technology systems.
- Meet with IT staff to discuss system requirements, specifications, costs and timelines.
- Manage IT Department personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks, web sites and information systems.
- Plan and manage the IT Department budgets and expenditures.
- Initiates and implements improvements in all areas of IT responsibility.
- Serves as main point of contact on all IT related matters for the division.
- Responds/acts on superintendent's team direction.
- Identifies and provides standards for gathering information for use in trend analysis and reports information to superintendent's team.

Networks

- Assists in the planning and implementation of additions, deletions and major modifications to the supported division infrastructure.
- Plans for and ensures network security policies and procedures are followed.
- Oversees the administration of the division's Wide Area and Local Area Networks.
- Ensures there is redundancy built into the network to ensure 100% up time.

Telephony

- Manages and develops upgrades to the division's telephone systems.

Training

Develops an annual training plan for the IT Department based on system needs.

Data Management

Oversees troubleshooting, systems backups, archiving, disaster recovery and provides expert support when necessary.

Help Desk Administration

- Oversees all help desk activities at the division level.
- Responds to escalated help desk issues as necessary.

Asset Management

- Builds and maintains vendor relationships and manages the purchase of hardware and software products.
- Manages the purchasing of all software, hardware and other IT supplies.
- Ensures that division assets are maintained responsibly.
- Along with the Accountant, manages handheld wireless devices.

Organizational Responsibilities

- Conducts effective performance evaluations and mentors staff.
- Leads and encourages IT staff to further their development.
- Suggests areas for improvement in internal processes along with possible solutions.
- Leads internal teams.
- Monitors team members' performance.

Leadership

- Challenges others to develop as leaders while serving as a role model and mentor.
- Inspires coworkers to attain goals and pursue excellence.
- Identifies opportunities for improvement and makes constructive suggestions for change.
- Manages the process of innovative change effectively.
- Remains on the forefront of emerging industry practices.

Teamwork

- Consistently acknowledges and appreciates each team member's contributions.
- Effectively utilizes each team member to his/her fullest potential.

- Motivate teams to work together in the most efficient manner.
- Mitigates team conflict and communication problems.

Client Management

- Manages day-to-day internal interaction with schools and division staff.
- Communicates effectively with division staff to identify needs and evaluate potential solutions.
- Continually seeks opportunities to increase internal client satisfaction and deepen client relationships.