



**Our Motto** Students Come First  
**Our Mission** Building Strong Foundations to Create Bright Futures  
**Our Values** Belonging, Respect, Responsibility, Learning, Nurturing and Perseverance  
**Our Vision** Learning Without Limits...Achievement For All

## IT Manager

<b>Portfolio:</b>	Information Technology Department
<b>Reports Directly to:</b>	Chief Financial Officer
<b>Reports Indirectly to:</b>	Director of Education
<b>Direct Reports:</b>	System Analyst, Network Technicians
<b>Department/Location:</b>	Technology/Good Spirit Education Complex – Yorkton, SK
<b>Salary Range:</b>	Manager Grid – 5 steps
<b>Last Updated:</b>	December 23, 2022

### Profile

Guided by Good Spirit School Division’s foundational statements, the Technology Manager is an inspirational leader and an integral part of the Administrative Council team. The Technology Manager must provide a full range of accessible, trusted, and technology services for the Division.

The Technology Manager plans, organizes, directs, controls and evaluates the activities of the school division that are integral to information management, access and security. This will include management of digital technology, telecommunications and networks to support the operations of the school division. Leadership will be provided in the areas of technology services including purchasing, implementing, maintaining, networking, installing, managing, coordinating, licensing, vendor management, ensuring security, providing help desk and technology training, educational and business applications, Distributed Learning, special technology projects, VOIP, and liaising with Ministry and other divisions regarding IT matters.

This position will be a strategic thinker responsible for leading the technology team in developing and delivering a work plan linked to the Strategic Plan; development of strategies and processes to build strong stakeholder relationships, and promoting a healthy, productive and engaged work environment aligned with the Division’s Mission, Vision and Values. The Technology Manager assists the Senior Admin in fulfilling the general and specific aspects of their work and will represent the Division in an ethical, positive and professional manner. This position works toward 4 strategic focus and long-term goals: Student & Family; Internal Process; People Capacity and Financial Stewardship.

Without restricting the generality of the overview above, the Technology Manager shall perform such duties and responsibilities as may be assigned including but not restricted to the following:



**Our Motto**  
**Our Mission**  
**Our Values**  
**Our Vision**

Students Come First  
Building Strong Foundations to Create Bright Futures  
Belonging, Respect, Responsibility, Learning, Nurturing and Perseverance  
Learning Without Limits...Achievement For All

## 1. Student Well-Being

Role Expectations:

- RE 1.1 Provide for the protection of electronic student and staff records in accordance with privacy legislation and division requirements.
- RE 1.2 Ensures effective security measures are in place to manage the challenges and risks that come with technology.

Quality Indicators relative to student well-being:

- QI 1.1 Ensures the renewal of information technology infrastructure in order to support student learning needs and division operations.
- QI 1.2 Ensures compliance and protection of electronic student records in accordance with privacy legislation and division requirements.

## 2. Educational Leadership

Role Expectations:

- RE 2.1 Provides leadership in all matters relating to IT in the Division.
- RE 2.2 Implements IT policies and platforms established by the Ministry of Education and the IT directions provided in the AP Manual.

Quality Indicators relative to educational leadership:

- QI 2.1 Utilizes performance metrics for the purpose of monitoring and evaluating operational performance relative to GSSD effectiveness and efficiency.
- QI 2.2 The Technology Manager conducts an analysis on staff engagement with technology and its impact and provides an annual report to Senior Administration.
- QI 2.3 The Technology Manager identifies trends and issues related to student and staff IT use to inform the setting of yearly IT priorities and outcomes.
- QI 2.4 Approves, coordinates and controls all projects related to the evaluation, selection, acquisition, implementation, development, installation and maintenance of major information systems ensuring appropriate investment in strategic and operational systems.
- QI 2.5 Identifies, responds to and addresses information technology crisis situations, which may involve complex technical hardware or software problems.
- QI 2.6 Oversees, plans, evaluates and implements appropriate system back up procedures.

### 3. Fiscal Responsibility

#### Role Expectations:

- RE 3.1 Operates in a fiscally responsible manner, in Technology Services.
- RE. 3.2 Administer all Technology Services contracts and ensure compliance and appropriate performance.
- RE. 3.3 Monitors the areas of Technology Services and makes recommendations to the Senior Administration, regarding continuous improvements in effectiveness and efficiency.

#### Quality Indicators relative to fiscal responsibility:

- QI 3.1 Monitors and reviews expenditures to ensure continuous improvement in terms of value for money in assigned areas of responsibility on a quarterly basis.
- QI 3.2 Makes recommendations to the Senior Administration regarding the operating budget in regards to Technology Services.
- QI 3.3 Ensures division purchases in areas of assigned responsibility, are made in accordance with legislation, Board Policy and budget.
- QI 3.4 Meets regularly with contractors to review and assess performance against contractual and legislative requirements.
- QI 3.5 Ensures the Senior Administration is informed on an ongoing basis about incurred and potential liabilities.

### 4. Personnel Management

#### Role Expectations:

- RE 4.1 Facilitate the selection of the Network Technicians.
- RE 4.2 Ensures effective evaluation and Manager processes are developed and implemented to provide for growth and accountability
- RE 4.3 Provide direct supervision of the Technology Services department resulting in the achievement of prescribed technology outcomes.

#### Quality Indicators relative to personnel management:

- QI 4.1 Quality recruitment, orientation, staff development, disciplinary, evaluation and Manager processes are developed and effectively implemented within areas of assigned responsibilities.
- QI 4.2 The Technology Manager models a commitment to personal and professional growth.
- QI 4.3 High standards of IT related professional improvement are fostered.

- QI 4.4 The Technology Manager models high ethical standards of conduct.
- QI 4.5 The Technology Manager implements assigned personnel related administrative procedures (section 400 of the AP manual).
- QI 4.6 Coordinate the technology personnel to design, develop, implement, operate & administer computers, telecommunications software, networks & information systems

## 5. Board Policy and Administrative Procedures

### Role Expectations:

- RE 5.1 Make recommendations within areas of assigned responsibility, to the Senior Admin, to ensure related Administrative Procedures are kept current and are in compliance as they relate to the Director's responsibilities as outlined in Board Policy

### Quality Indicators relative to policy role:

- QI 5.1 Ensures recommendations of required revisions are made to the Senior Admin in a timely manner with due regard for legislation, contracts and Board Policy within areas of responsibility.
- QI 5.2 Ensures compliance with Legislation, Board Policy and Administrative Procedures as required in the performance of duties.

## 6. IT Manager / Senior Administration Relations

### Role Expectations:

- RE 6.1 Establishes and maintains positive, professional working relations with the Senior Admin in performance of her role.
- RE 6.2 Provides the information required for the Senior Admin in performance of her role.
- RE 6.3 Performs all related duties as may be assigned by the Senior Admin

### Quality Indicators relative to Technology Manager / Senior Administration relations:

- QI 6.1 Ensures proposed submissions for relevant agendas are made in a timely comprehensive manner and in accordance with the prescribed format. Such submissions shall contain balanced, sufficient, concise information and, where appropriate, clear recommendations. Such proposed submissions shall be made to the Senior Administration as requested.
- QI 6.2 Ensures the Senior Administration is informed about Division operations within areas of responsibility.
- QI 6.3 Interacts with the Senior Administration in an open, honest, pro-active and professional manner.

QI 6.4 Implements the Senior Administration directions with integrity in a timely fashion, in order for them to perform the duties in an exemplary fashion.

## **7. Strategic Planning & Reporting**

Role Expectations:

RE 7.1 Supports the strategic planning process.

RE 7.2 Implements plans as approved.

Quality Indicators relative to strategic planning and reporting:

QI 7.1 Provides IT support regarding the achievement of the key results identified in the Provincial Education Plan.

QI 7.2 Reports at least annually on results achieved within areas of assigned responsibility.

## **8. Organizational Management**

Role Expectations:

RE 8.1 Ensures divisional compliance with all legislative, Ministry of Education and Board mandates (timelines and quality) within areas of responsibility.

Quality Indicators relative to organizational management:

QI 8.1 Provides exemplary Managerial oversight for Technology Services staff.

QI 8.2 Develops and implements effective controls to ensure the integrity of the information systems such that it protects student and staff information privacy.

QI 8.3 Provides Technology Services quarterly performance summary reports to the Senior Admin.

QI 8.4 Provides support to Senior Admin with respect to the preparation of the accountability report as it relates to Technology Services.

QI 8.5 Manages staff so needs and requests are dealt with in timely manner in alignment with Board goals and priorities.

## **9. Communications and Community Relations**

Role Expectations:

RE 9.1 Takes appropriate actions to ensure positive external and internal communications are developed and hardware is maintained in areas of assigned responsibility in accordance with Division strategy and expectations.



**Our Motto**  
**Our Mission**  
**Our Values**  
**Our Vision**

Students Come First  
Building Strong Foundations to Create Bright Futures  
Belonging, Respect, Responsibility, Learning, Nurturing and Perseverance  
Learning Without Limits...Achievement For All

Quality Indicators relative to communications and community relations:

- QI 9.1 Represents the Division in a positive and professional manner.
- QI 9.2 Manages conflict effectively.
- QI 9.3 Phone systems in schools are up to date and meeting the needs of the division
- QI 9.4 The Active Directory is maintained in a timely manner
- QI 9.5 Develop and maintain platforms to communicate with the stakeholders of the division in a clear and efficient manner

## **10. Leadership Practices**

Role Expectations:

- RE 10.1 Practices leadership in a manner that is viewed positively and has the support of those with whom he works most directly in carrying out assigned duties.
- RE 10.2 Develop performance metrics for the purpose of monitoring and evaluating operational performance areas of assigned responsibility.
- RE 10.3 Consistently act in accordance with the division value statements.
- RE 10.4 Recognizes the sensitive nature and the impact of potential solutions on the Division and seeks input from the Senior Admin.

Quality Indicators relative to leadership practices:

- QI 10.1 Provides guidance and clear directions.
- QI 10.2 Provides effective service and leadership within areas of responsibility.
- QI 10.3 Prepares and communicates decisions within areas of responsibility.
- QI 10.4 Establishes and maintains positive, professional working relationships with staff.
- QI 10.5 Unites people towards a common sense of purpose and alignment with Divisional goals in the provision of services within areas of assigned responsibility.
- QI 10.6 Demonstrates a high commitment to the needs of staff and students.
- QI 10.7 Effectively solves problems.
- QI 10.8 Continuously reviews and improves practice, based on performance data.
- QI 10.9 Demonstrates a high commitment to the needs of employees.
- QI 10.10 Works collaboratively with other services to ensure the sharing of information as required within areas of responsibility.



**Our Motto**  
**Our Mission**  
**Our Values**  
**Our Vision**

Students Come First  
Building Strong Foundations to Create Bright Futures  
Belonging, Respect, Responsibility, Learning, Nurturing and Perseverance  
Learning Without Limits...Achievement For All

QI 10.11 Exhibits a high level of personal, professional and organizational integrity.

QI 10.12 Models a commitment to personal and professional growth.

QI 10.13 Empowers others.

QI 10.14 Models high ethical standards of conduct.

QI 10.15 Maintaining confidentiality at all times.

QI 10.16 Maintaining current with required technology to effectively execute assigned duties.

Note: Leadership practices may be examined upon the direction of the Director. Normally leadership practices are self-monitored by the Technology Manager.

### **Qualifications**

- Bachelor (4-year) degree, with a technical major such as computer science, software engineering.
- A Master's Degree would be considered an asset
- 3 years direct experience in systems analysis, data administration, software engineering, network design and/or computer programming is required
- Experience administering Windows servers in an enterprise environment, including SCCM, DPM, Office365 tenancy management and Azure.
- Experience working with virtualized servers and switches
- Experience with IBM/Lenovo servers (blade and standalone) and storage systems or demonstrated experience with similar non-IBM/Lenovo devices.
- Experience working with hybrid infrastructure.
- Demonstrated analytical skills for problem solving and trouble shooting.
- Demonstrated ability in staff management in a team environment

### **Knowledge, Skills and Abilities**

Certifications and/or experience in the following will be considered an asset:

- Microsoft Server (various),
- Unix/Linux system administration,
- VMWare/Hyper-V,
- Cisco Switches & Telephones
- Veeam,
- Microsoft DPM
- Microsoft SCCM
- Office365 and Azure
- Networking or Firewalls
- Google Platform



**Our Motto**  
**Our Mission**  
**Our Values**  
**Our Vision**

Students Come First  
Building Strong Foundations to Create Bright Futures  
Belonging, Respect, Responsibility, Learning, Nurturing and Perseverance  
Learning Without Limits...Achievement For All

## Competencies

- Shows commitment to the organizational vision and foundational statements by acting in accordance with organizational expectations.
- Strong interpersonal skills with a proven ability to build trusting, collaborative work environments with a variety of stakeholders in education
- Ability to deal with people sensitively and professionally always.
- Ability to lead change and people while building capacity for sustained improvement throughout the Division while ensuring this change aligns with the Division's Strategic Plan.
- Analytical with the ability to recognize areas of concern or opportunity for efficiencies.
- Demonstrated fiscal management skills and understanding of budgeting processes.
- Effective communication skills both oral and written
- On-going commitment to personal professional growth and development.
- Shows commitment to the organizational vision and foundational statements by acting in accordance with organizational expectations.
- Uses knowledge of the organization and business to solve issues and accomplish goals and strategies while complying with policies, procedures, and practices.
- Demonstrates effective organizational skills resulting in the organization's compliance with all legal, Ministerial and Board mandates and timelines. Ensures work is consistently completed and accurate within expected timeframes.
- Takes personal ownership and responsibility for the quality and timeliness of work in a high pressure environment. Demonstrates reliability and integrity on a daily basis.
- Displays a positive attitude toward others, their work, schools and the division. Provides exceptional service to customers (internal and external) by displaying professional and respectful behaviors with timely proactive responses.
- Respectful of the confidential nature of the position and will keep confidential any and all information acquired during the course of employment. Breaching confidentiality is a serious violation of acceptable conduct and *The Local Authority Freedom of Information and Protection of Privacy Act (LAFOIP)*.

## Working Conditions

- Out of Scope based on a 12- month calendar
- Some travel may be required