

Position: **Reference Job #IS28**

Ministry: Education

Working Title: **Manager, Systems Services**

Branch: Corporate Systems

Level: Range 30

Location: Victoria

NOC Code: 2147

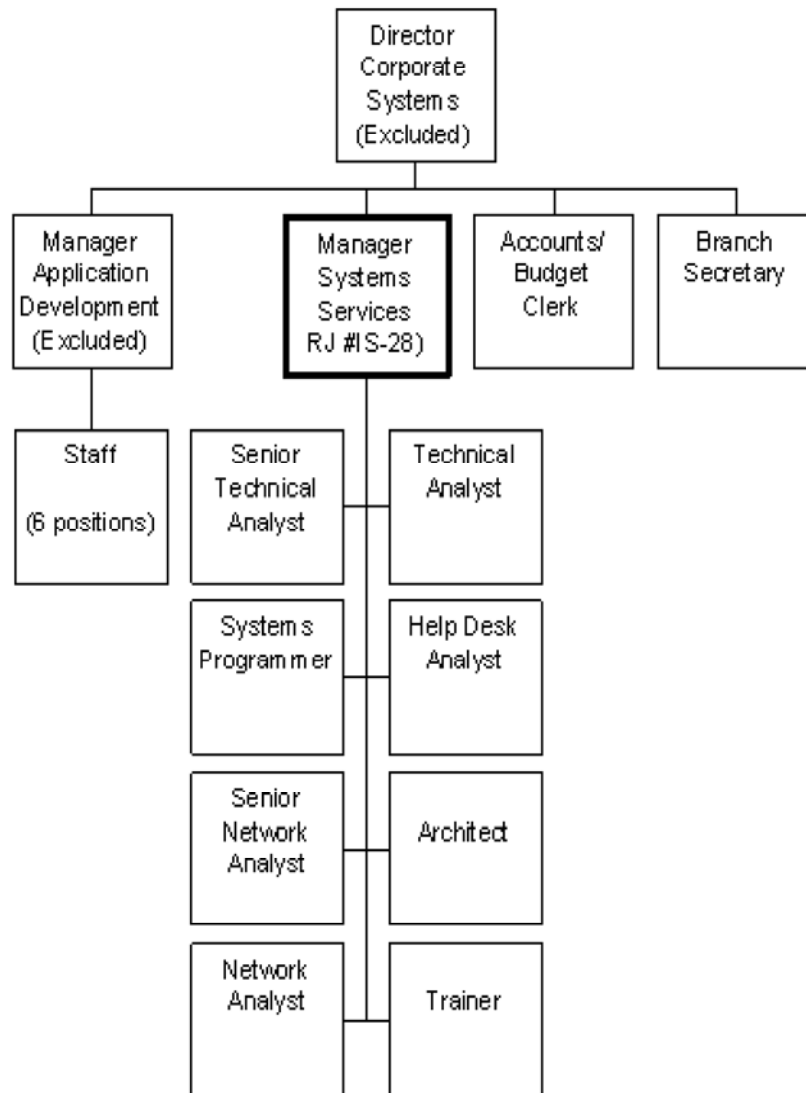
PRIMARY FUNCTION

To manage full range of ministry technology and systems services, such as architectural/infrastructure design and technical/client support; design, manage and implement information systems (IS) and projects and develop ministry information technology standards and policies.

JOB DUTIES AND TASKS

1. Manages full range of ministry technology and systems services providing help desk support, asset acquisition and management, hardware servicing, software application support, network services, systems programming, technology consultation and project resourcing
 - a. establishes operational plans, priorities, processes and standards for workstation network and server technology and support for the ministry
 - b. directs the acquisition and servicing of all ministry systems equipment
 - c. manages the implementation of workstation, network and operating systems components
 - d. provides advice on design and implementation of technology solutions to meet business needs
 - e. establishes time-lines and acquires and manages appropriate resources for IS projects
 - f. develops and prepares contract specifications for development/special projects, and negotiates and administers contracts, ensures satisfactory performance
 - g. provides guidance and direction to contractors assigned to a variety of systems projects
2. Manages, develops and implements ministry information technology architecture and infrastructure standards and policies
 - a. develops and recommends ministry information technology and systems policy, and organizes resource and staff development requirements
 - b. defines objectives and strategies and recommends guidelines, standards and procedures for the design and implementation of corporate systems programs and activities
 - c. oversees and monitors systems costs and takes corrective action when significant variances occur
 - d. leads processes in the development of the Ministry Information Resource Management Plan (IRMP)
 - e. leads the annual branch and ministry systems technology planning sessions
 - f. oversees and provides systems technology research, analysis and assessment
 - g. leads the development and implementation of architectural and infrastructure standards, policies and projects
 - h. manages a variety of diverse information technology projects, such as the configuration and deployment of servers, desktops and software
3. Manages staff performing a full range of technology and systems services (8 FTEs)

- a. supervises staff, including hiring and training
 - b. plans, assigns and reviews work
 - c. sets work priorities and standards
 - d. appraises work performance and initiates disciplinary action, as required
4. Performs other related duties
- a. develops and maintains programs to pass technology related knowledge to ministry staff and school students throughout the province
 - b. participates in job awareness programs for students and teaching professionals
 - c. represents the Ministry on committees with government (i.e. Advisory Committee on Information Management - ACIM), outside agencies and suppliers to ensure quality service is delivered
 - d. develops and maintains contacts with suppliers and other government agencies
 - e. develops protocol agreements including revenue recoveries across government
 - f. develops contract language, and develops and manages a budget of \$2.4 million/year, and participates in development of Branch budget



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand all related issues of a significant ministry Corporate Systems Branch to plan the efficient utilization of hardware, software and network assets within the ministry; develop and recommend ministry computer technology standards and policies; coordinate the provision of network and systems support to users; manage asset acquisition and servicing and develop and manage unit budget and operational plans.</p>	I	305
2	<p>MENTAL DEMANDS</p> <p>Judgement to develop improvements to ministry systems services providing help desk support, asset acquisition and management, hardware servicing, software support, network services, consultation and project resourcing, develop and recommend ministry IS policy and standards including systems security and network communications policy.</p>	I	300
3	<p>INTERPERSONAL COMMUNICATIONS SKILL</p> <p>Persuasion required to use basic counselling skills to discuss and explain performance problems with employees supervised and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use keyboard with some requirement for speed to prepare reports and presentations.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by ministry goals and objectives, plan, design, commit resources and administer ministry systems services providing help desk support, asset acquisition and management, hardware servicing, software support, network services, consultation and project resourcing, develop and recommend ministry systems policy and standards including security and network communications policy, develop and manage the unit budget; significant in terms of government priorities.</p>	G	190
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Considerable financial responsibility to develop contract language, negotiate, and sign off service contracts with suppliers and consultants and manage a unit budget of \$2.4 million/year.</p>	F	43

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7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Major level of responsibility to manage the acquisition, administration, utilization and integration of physical assets, such as microcomputers, peripherals and network technology for the ministry.</p>	F	43
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to supervise staff, appraise employee performance and initiate disciplinary action (8 FTEs).</p>	DF	21
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Responsibility for the safe work practice of others in a low risk environment.</p>	A	5
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused sensory concentration to frequently view computer screen to write reports and to frequently read documents such as requests for proposals.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to apply frequent visual attention to computer screen and reports while developing standards and operational plans.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to office setting with minimal disagreeable elements.</p>	A	2
13	<p>HAZARDS</p> <p>Limited exposure to hazards from frequent keyboarding when producing reports, standards and operational plans.</p>	B	4

Total Points: 997

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