ROLLING RIVER SCHOOL DIVISION REGULATION

Information Technology Supervisor Job Description	GDAF/R

Position Title: Information Technology Supervisor

Reports To: Secretary-Treasurer

Job Purpose and Objectives

Contribute to the overall goals and objectives of the Rolling River School Division by coordinating, directing and supervising the information technology infrastructure, networks, equipment and software including software installation and information technology equipment and infrastructure maintenance, repair, and administration.

To provide leadership to the Information Technology Technicians and support the Secretary-Treasurer in the overall management of the Information Technology Department.

Education

The minimum education requirement for this position is graduation from Grade 12 and completion of a post-secondary diploma, degree or certification in information technology with a focus on hardware, network and/or software technologies from a recognized technical training institute.

Additional Skills and Training

Required:

➢ Proficient information technology infrastructure, network, equipment/ hardware and software applications knowledge and skills.
➢ Advanced knowledge of technology desktop, server, operating systems, hardware and software and its applied use in the modern workplace.
➢ Advanced knowledge of computer security measures, including firewalls, spam filtering and common best practices.
➢ Skill solving practical problems and deal with a variety of concrete variables in situations where limited standardization exists.
➢ Information gathering skills used to find and identify essential information.
➢ Ability to work independently and as part of a team.
➢ Ability to communicate effectively with people both orally and in writing
➢ Ability to prioritize a multi-task workload and manage multiple priorities.
➢ Proficient written and grammatical skills.
➢ Ability to be flexible.
➢ Strong organizational skills and the ability to independently plan and organize workload.
➢ Understanding of and an ability to appropriately deal with and maintain confidential information.
➢ Valid Manitoba Class 5 Driver's license and use of personal vehicle for business travel.

ROLLING RIVER SCHOOL DIVISION REGULATION

Preferred:

- ➢ Microsoft MCSE or equivalent
- ➢ CISCO CCAN certification
- ➢ macOS and OS X certified

Experience:

Required:
- ➢ Sufficient experience in the information technology field to have demonstrated competence in related tasks is required.
- ➢ Minimum of 3 years of network administration experience in corporate or education environments.

Preferred:
- ➢ Five years prior work related or equivalent experience in the information technology field;
- ➢ Prior supervisory experience.

Key Responsibilities

To plan, direct, coordinate perform and maintain the operations of the information technology infrastructure, networks, equipment and software.

- ➢ Information technology infrastructure, networks, equipment and software:
  - Assess, plan, coordinate, prioritize and direct preventative maintenance program and general maintenance and repairs / projects required for all information technology infrastructure, networks, equipment and software.
  - Plan and provide division-based management of information technology infrastructure, networks, equipment and software projects including consultant liaison, specifications review, meetings, and progress visits and review.
  - Utilize and apply pertinent network, application, operating system monitoring and troubleshooting hardware and software
  - Install, modify, and repair computer software.
  - Provide technical direction/ assistance and support related to information technology infrastructure, networks, equipment and software.
  - Perform multiple and varied information technology infrastructure, networks, equipment and software technical tasks

- ➢ Supervision:
  - Supervise the daily operation of the information technology infrastructure, networks, equipment and software and provide direction on workload management and resolving work related concerns for Information Technology Technicians.
  - Provide direction to Information Technology Technicians to plan, schedule and perform information technology equipment and software repairs and maintenance activities.

ROLLING RIVER SCHOOL DIVISION REGULATION

- Assist the Coordinator of Instruction, Curriculum, and Technology to interview, recommend for employment, train and orient Information Technology Technicians
- Provide performance evaluation for Information Technology Technicians as required and as provided for in Division Policy.
- Recommend employee disciplinary action and dismissal to the Secretary-Treasurer as required.
- Plan, develop, implement, maintain and adhere to safe work practices and procedures in compliance with Workplace Safety and Health legislation.

➢ Finance, Purchasing and Accounts
- Assist the Secretary-Treasurer to prepare the annual information technology budget.
- Assist the Secretary-Treasurer to prepare and maintain accurate records and analysis of information technology data including budget expenditures.
- Identify and explain discrepancies / variances between information technology budget and actual / projected expenditures to the Secretary-Treasurer.
- Plan, coordinate and perform purchasing of information technology department supplies, services, software and equipment, including tendering of information technology related supplies and services as per Divisional purchasing policy and Provincial legislation/ regulation.

➢ Administration:
- Process information technology infrastructure, networks, equipment and software work orders and complete administrative activities required in information technology infrastructure, networks, equipment and software in operations and projects.
- Coordinate and manage information technology infrastructure, networks, equipment and software inventory systems to ensure an accurate and current information technology department materials, supplies, equipment and software inventory.
- Monitor information technology infrastructure, networks, equipment and software and notify the Secretary-Treasurer of concerns.
- Prepare information technology infrastructure, networks, equipment and software replacement projections / plans and recommend replacement of information technology infrastructure, networks, equipment and software.
- Develop, prepare and present reports and participate in Board Committees and meetings as requested.

➢ Communication:
- Effectively communicate information and maintain positive relationships with colleagues, Division staff, school staff, suppliers and administration staff.
- Receive, refer, respond to and resolve inquiries, complaints and requests as required.
- Develop, implement and communicate information technology infrastructure, networks, equipment and software information and regulations with schools and assist schools to implement information technology infrastructure, networks, equipment and software procedures.

ROLLING RIVER SCHOOL DIVISION REGULATION

Information Technology Supervisor Job Description – Continued	GDAF/R

➢ Professional Development:
- Participate in ongoing professional and personal development activities.
- Routinely upgrade skills in order to meet changing job conditions
- Provide relevant professional development opportunities and activities for Information Technology Technicians as required under legislation and by personal need.

➢ Other job-related duties as required and /or assigned by the Secretary-Treasurer.

COMMENTS

The incumbent is required to work effectively under pressure, within defined timeframes and with a variety of people in a team environment. He/she must be able to work well independently, take initiative to plan and perform work, be flexible, adjust to changing work assignments and deal with and maintain confidential information.

Index

Date Adopted: June 21, 2017

H:\stdept\Board of Trustees\brdmeeting\2016-2017\June7-2017Mtg\InformationTechnology Supervisor Job Description.doc