

infrastructure, ensuring seamless operations across WSCC's diverse and geographically dispersed operations.

The Supervisor serves as a senior authority, adept at navigating multiple technology domains, including server security, virtualization, storage systems, emerging cloud-hosted technology, cellular device security, Microsoft Active Directory, Microsoft domain and network protocols, and disaster recovery processes. The Supervisor is responsible for the provision of intricate support to the entire WSCC server hosting and storage system infrastructure, spanning a complex hybrid environment distributed across multiple data center locations, covering communities in the Northwest Territories and Nunavut.

This position oversees matters related to the WSCC area data network, servers, storage, data center facilities, information technology infrastructure, communication systems, and the Service Desk. All services provided will align with established operating procedures, guidelines within the WSCC, and standards developed in collaboration with the Manager, Information Technology and Business Intelligence.

The incumbent has direct reporting relationships including Senior Server and Network Specialist, IT Systems Specialist, Senior Client Services Analyst, Client Services Analyst and IT Support Analyst (IQ) positions.

As the Supervisor of IT Service Delivery, this position plays a crucial role in maintaining optimal performance, strategic planning, and collaborative decision-making to meet the evolving needs of WSCC's IT landscape. The incumbent will be required to manage strict timelines and prioritization of work to meet those deadlines.

Technology related incidents may occur any time, 24 hours a day, 365 days a year, The incumbent may be required to be on-call for extended periods or on a rotational basis 24/7 to fulfill the above requirements.

The Supervisor may be required to work flex time to support regions. Some Duty Travel to regional communities will be required from time to time.

RESPONSIBILITIES

1. Provide strategic leadership in Server and Network Infrastructure:

- Provide strategic oversight for the analysis, planning, maintenance, and enhancement of the Server Hosting, Storage, and Network Infrastructure.
- Ensure optimal performance and seamless operations across WSCC's diverse and geographically dispersed operations.
- Serve as a senior authority in managing both the Service Desk and IT server infrastructure.
- Oversee server security, virtualization, storage systems, emerging cloud-hosted technology, cellular device security, Microsoft Active Directory, Microsoft domain, and network protocols.
- Implement and manage disaster recovery processes to safeguard critical data.

2. Perform supervisory and personnel functions of the Information Technology team:

- Co-ordinate, direct and supervise the day-to-day performance of assigned staff.
- Approve and monitor leave and attendance.
- Initiate and complete staffing action as part of the staffing selection committee
- Recommend revisions to job descriptions as required.
- Provide initial and ongoing job training and development for the Information Technology team to ensure consistency in service excellence.
- Monitor performance in accordance with the WSCC's Competency and Performance Management model and perform yearly performance assessments and ongoing reviews.
- Initiate disciplinary actions as required in consultation with the Manager and Human Resources staff.
- Coach staff for continuous improvement of skills and technical knowledge.
- Identify strengths, performance deficits, and training needs through file audits, performance reviews, and other quality assurance mechanisms.
- Monitor workflows, recommend process improvement, and initiate changes.
- Communicate the unit needs to staff on issues regarding workflow, improvements, job satisfaction, employee morale, etc.

3. Oversee and manage the IT Service Desk and IT staff development:

- Lead and manage the Service Desk, ensuring efficient resolution of IT-related issues for WSCC employees.
- Develop, implement, and optimize service desk procedures, ensuring seamless support for end-users.
- Monitor service desk metrics and performance, implementing improvements as needed.
- Foster a customer-centric culture within the service desk team, promoting timely and effective communication.

4. Support and Ensure Implementation of Security Administration:

- Implement and uphold compliance with security administration procedures to secure WSCC server and storage systems for all users within and outside the WSCC network.
- Overview Design and implement controlled data access for external entities without compromising the integrity and security of WSCC data repositories.
- Manage security processes and protocols, ensuring secure application access to data systems, email, and remote applications.
- Stay abreast of technological advances in server and storage management, contributing to decisions enhancing security, performance, stability, and supportability.
- Provide leadership in maintaining the security of server, storage, and systems.
- Investigate and lead the resolution of security breaches.
- Collaborate with the Manager, Information Technology, Security Systems Administrator and WSCC colleagues, and contractors to implement and support network security procedures.

5. Lead the IT Service Delivery Management:

- Collaborate with IT teams to ensure the seamless delivery of a wide range of IT services, including server hosting, storage systems, network infrastructure, and security administration.
- Monitor, review and report on infrastructure service levels
- Work closely with the Senior Server and Network Analyst to align service delivery strategies with overall IT infrastructure goals.
- Develop and implement processes to enhance incident management, change management, configuration management, release management, and problem management practices.
- Lead the development and maintenance of comprehensive documentation for IT service delivery processes.

6. Lead and participate in formal periodic audits and milestone reviews:

- Ensure that the overall integrity, security, and accessibility of data are maintained.
- Contribute to and maintain a consistently high standard of documentation.
- Assist in preparing reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems.
- Create systems models, specifications, diagrams, and charts to provide direction to in-house and outsourced developers.
- Ensure service standards are met in business solutions.

7. Lead Departmental IT Operations:

- Oversee matters related to the WSCC area data network, servers, storage, data center facilities, information technology infrastructure, and communication systems.
- Ensure services align with established operating procedures, guidelines within the WSCC, and standards developed in collaboration with the Chief Information Officer (CIO).
- Promotes excellence in IT infrastructure, supporting end-users, and contributes to the overall success of WSCC's Information Services Department, with a specific focus on the efficient and customer-oriented management of the Service Desk.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Technology related incidents may occur any time, 24 hours a day, 365 days a year, the incumbent may be required to be on-call for extended periods or on a rotational basis 24/7 to fulfill IT requirements.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of industry best practices and trends to inform strategic decision-making.
- Knowledge of server and network management, encompassing server security, virtualization, storage systems, and emerging cloud-hosted technologies.
- Skilled in managing cellular device security, Microsoft Active Directory, Microsoft domain, and network protocols.
- Ability to implement and manage disaster recovery processes.
- Critical thinking skills relating to complex implementation, and operational decisions for cohesive system integration.
- Ability to apply knowledge relating to Service Desk operations, including incident resolution, request fulfillment, and user support.
- Skills relating to developing, implementing, and optimizing service desk procedures for efficient and effective end-user support.
- Ability to collaborate with cross-functional teams, providing leadership and expertise.
- Facilitation skills for strategic planning sessions to align IT services with organizational needs.
- Skills relating to attention to detail and accuracy.
- Communication and collaboration with stakeholders at all levels.
- Skilled in upholding and implementing security measures and protocols across the IT infrastructure.
- Ability to stay informed about technological advances to mitigate risks effectively.
- Ability to provide oversight and management of WSCC area data network, servers, storage, data center facilities, information technology infrastructure, and communication systems.
- Ability to adapt to evolving IT landscapes and technologies.
- Problem solving and decision-making skills and the ability to analyze complex issues.
- Ability to contribute to strategic planning initiatives, aligning IT services with organizational goals.
- Communication skills, both verbal and written, to effectively convey technical information to diverse audiences.
- Ability to communicate complex IT concepts in a clear and understandable manner.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A degree in Computer Science or Information Technology and four (4) years of relevant experience including one (1) year of experience specific to an IT Operations area and one (1) year supervisory experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: To choose a language, click here.

- Required
- Preferred

CERTIFICATION

Title: Supervisor, IT Service Delivery

Position Number: 97-9992

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p> <p>_____ President & CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<p>_____ Date</p> <p>_____ Date</p>

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

Reviewed by HR: _____