Provincial Job Description

TITLE:
(031) Information Technology Team Leader

PAY BAND:
19

FOR FACILITY USE:

SUMMARY OF DUTIES:

Oversees the design, installation, implementation, operation, maintenance, and support of all computer based information systems of the department. Provides technical leadership for specific functions (e.g., wide area network, database management or telecommunications). Provides supervisory and/or management support to a project team or work group.

QUALIFICATIONS:

♦ **Baccalaureate degree with a major in Computer Science**

KNOWLEDGE, SKILLS & ABILITIES:

♦ **Advanced knowledge of computers, networks, protocols and/or telecommunications**
♦ **Advanced programming skills**
♦ **Advanced program management skills**
♦ **Advanced analytical and problem solving skills**
♦ **Communication and interpersonal skills**
♦ **Ability to lead and coach others**
♦ **Research and organizational skills**
♦ **Decision making skills**
♦ **Valid drivers licence, where required by the job**

EXPERIENCE:

♦ <u>Previous</u>: **Forty-eight (48) months previous experience working in a highly integrated network environment with advanced knowledge of computers/networks/protocols, advanced programming/analytical/problem solving/management skills, and advanced ability to negotiate contracts/service arrangements.**

KEY ACTIVITIES:

A.   <u>Project Coordination / Management</u>

♦ **Coordinates, provides functional guidance, supervision and/or management support to a project team or work group.**
♦ **Assists with developing work objectives and advises staff on critical issues related to system problems or client relationships.**
♦ **Assigns and coordinates workload based on project priorities.**
♦ **Participates in project budget preparation and tracking of project expenditures.**
♦ **Participates in staff selection.**
♦ **Provides input into performance appraisals and performance reviews.**
♦ **Provides training for project staff.**

B. <u>Planning, Designing, and Implementation</u>

♦ **Assumes the project leader role in all aspects of planning, designing and implementation.**
♦ **Establishes architectural and process guidelines and standards to support consistent best practice methods.**
♦ **Performs certification and quality assurance reviews to ensure systems perform in accordance with department standards.**
♦ **Identifies required improvements to service delivery.**
♦ **Assists management in incorporating improvements into operating and capital budgets.**
♦ **Identifies components that best accomplish improvements to service delivery.**
♦ **Ensures minimal impact on end users during implementation phases.**
♦ **Ensures systems strategies maintain an open and flexible structure to allow for easy additions, deletions and modifications of future systems.**

C. Systems Management and Support

♦ **Investigates and resolves problems.**
♦ **Monitors and maintains backup/recovery systems.**
♦ **Ensures proper documentation and configuration information is maintained.**
♦ **Helps streamline information technology operations.**
♦ **Develops, implements and maintains start-up and shut-down procedures.**
♦ **Analyzes network utilization and traffic patterns.**
♦ **Monitors and adjusts systems to ensure optimum performance.**
♦ **Monitors system capacities/activities to ensure optimal usage.**

D. Security

♦ **Responsible for the development, implementation, maintenance and ongoing review of security standards and procedures to ensure only authorized individuals have access to network, data and information.**
♦ **Implements, maintains and monitors network perimeter defense systems (e.g., firewall and intrusion detection).**
♦ **Implements, maintains and monitors network remote access systems (e.g., dial-up and virtual private network).**
♦ **Monitors, investigates and reports on inappropriate access or use of information systems.**
♦ **Ensures security standards are implemented on all new projects.**
♦ **Ensures anti-virus definitions are up-to-date.**

E. Related Key Work Activities

♦ **Manages vendor license agreements and compliance.**
♦ **Evaluates productivity tools and other products for possible implementation.**
♦ **Participates in the negotiation of Information Systems equipment, software and service purchases.**
♦ **Acts as liaison with business units, outside agencies, vendors, suppliers, consultants and end users.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE: *SEIU:*

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SGEU: *SAHO:*

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Date: June 16, 2022