



NTI JOB DESCRIPTION

GENERAL INFORMATION	
Job Title	Director of Information Technology and Systems
Department	Department of Information Technology and Systems
Title of Supervisor	Chief Executive Officer
Location of position	Iqaluit, Nunavut
Hay Point Rating	
Effective Date	November 14, 2023

NTI MISSION STATEMENT
<i>INUIT ECONOMIC, SOCIAL AND CULTURAL WELL-BEING THROUGH THE IMPLEMENTATION OF THE NUNAVUT AGREEMENT</i>
POSITION PURPOSE
<p>Under the direction of the Chief Executive Officer (CEO) of Nunavut Tunngavik Inc. (NTI), the Director of Information Technology (IT) and Systems is responsible for the planning, administration and management of the activities and operations related to the Information Technology and Systems Department and to coordinate information activities with other departments, divisions, and outside agencies. The Director directly advises the CEO and other senior managers on the implications of proposed actions and decisions taken by the IT and Systems Departments.</p> <p>The Director, IT and Systems will be responsible for developing and implementing data management strategies; directing the implementation and use of innovative technology products, processes and systems; and working closely with executives to use data and technology to gather meaningful insights to support better decisions that improve performance.</p>
ACCOUNTABILITY – Freedom to Act and Impact & Magnitude
<p>The Director of IT and Systems will perform the following duties:</p> <p>Planning</p> <ul style="list-style-type: none"> • Participate in the formulation and implementation of long-term strategic development plans for NTI, where there is an information technology nexus. • Provide “early warnings” to senior management as and when appropriate. • Think in a clear, decisive manner. Demonstrates capacity to make complex, sensitive decisions and to sustain strong internal and external pressure under tight time frame.

Policy Development

- Write, implement and keep IT and Systems-related policies up to date, including but not limited to the Communications Policy, Network and Computer Network Usage Policy, IT Standardization Guidelines, Records Management Policy, Records Retention Policy.
- Ensure staff understand and adhere to the IT policies.

Information Technology

- Responsible for the end-to-end management and support of a large fleet of end-user technology components (e.g. laptops/desktops, telephones) in a multi-site, geographically dispersed environment.
- Provide information systems support for network computer systems and servers, IP telephone systems, and other technologies.
- Manage NTI's technology partners to secure confidential data and to plan for, anticipate and manage cyber risks.
- Identify and recommend new technologies and services that will improve efficiency, processes, and operations.
- Plan and coordinate system upgrades, assessing the costs and benefits to the organization.
- Provide information technology planning and implementation to all departments.
- Review requests for additional services and upgrades, assessing the costs and benefits to the organization.
- Approve and manage the development, purchase, deployment and ongoing maintenance of all NTI user applications such as financial, human resources, purchasing, legal and other systems and applications.
- Oversee the information and telecommunications systems, in conjunction with the Information Systems Managers, in all four offices.
- Direct development in cooperation with the manager and team.
- Seek ways to enhance network connectivity between all four offices.
- Keep NTI's website updated and current.
- Keep NTI's *Nunavut Agreement* mobile app updated and current.
- Plans, organizes and implements innovative procedures (such as video conferences, virtual meetings and Webinars) to enable NTI staff and Board members to work remotely.

Records Management

- Develop and oversee maintenance of NTI's Records and Information Management System, including full deployment to all offices.

Partnerships

- Develop strong working relationships with affiliates and government.

Human Resources

- Provide direction and guidance to four departmental staff including delegation of tasks and timelines;

- Ensure that all NTI's human resources, governance, financial, and administrative policies are properly carried out within the IT & Systems department;
- Collaborate with the Department of Human Resources to review and revise Departmental job descriptions as required;
- Participants in the recruitment, interviews and selection of Departmental staff;
- Orient and supervise the department's permanent staff and contract personnel;
- Conduct an annual training needs assessment and prepare training recommendations for all departmental staff, in cooperation with NTI's Human Resources Department;
- Conduct annual performance reviews of all departmental staff.

Financial

- Be accountable for the development of the department's annual budget and related budget documents. The annual budget will be based on the work plan;
- Administer a budget in excess of \$3 million to accomplish departmental obligations;
- Monitor and control revenues and expenditures against the approved budget on an ongoing basis and provide explanations for budget variances;
- Prepare revisions to the departmental budget for review and approval by the CEO and CAO;
- Authorize approved expenditures of up to \$100,000 in accordance with applicable policies.

NTI COMPETENCIES – Magnitude and depth of expected behaviors

Action Management:

- Administers functions in a fair and ethical manner that brings maximum employment and career development benefit to the organization.
- Provides a clear direction to colleagues on objectives and timetables for IT and systems work.
- Explains to employees/colleagues how work expectations are aligned with employment goals.
- Adopts effective work methods to develop excellence.
- Is accountable for their decisions and performance.

Adaptability and Flexibility:

- Respects differences in others' working style and priorities.
- Depicts a positive outlook when asked to do things differently.
- Accepts new people and their ideas.
- Coaches employees in how to manage multiple tasks and priorities.
- Shifts unit's attention and priorities in response to the needs of the business.
- Is flexible, therefore adapts to changes in priorities, assigned responsibilities and management styles.

Cooperation and Collaboration:

- Interacts and collaborates with all parties with an open mind in solution-seeking ways.
- Thinks and acts collaboratively to resolve conflict in consensus-building ways.
- Correctly interprets clues of wavering engagement in own team and acts to re-energize them.
- Fosters understanding and open communication between team members.
- Respects cross-cultural perspectives and differences.
- Develops a shared understanding amongst others to arrive at decisions through consensus.
- Respects cross-cultural perspectives and differences.

Effective Interactive Communication:

- Is curious about others: actively asks questions to gain a broader understanding of their perspective.
- Seeks to ensure that messages are clearly understood by all parties.
- Encourages everyone to express their views and opinions.
- Is genuinely receptive to others' ideas and responds in ways that communicate respect of others.
- Uses tact and diplomacy in all communications.

Impact and Influence:

- Persuades others by carefully developing sound business cases.
- Fosters a climate of trust and respect during negotiations.
- Treats partners fairly, ethically and as valued allies during negotiations.
- Maintains composure and practices emotional restraint under difficult circumstances.
- Maintains a positive outlook and constructive attitude when faced with opposition.

Judgement/Analytical thinking:

- Looks at problems from different viewpoints and considers alternative solutions before moving forward with a plan to resolve it.
- Draws on options and solutions from across NTI, gaining broad perspective, to solve work problems.
- Anticipates the risks inherent in a suggested plan of action and devises appropriate strategies.
- Is an agile interpreter of guidelines and therefore, navigates ways around a wide range of guidelines.
- Condenses information well and easily combines and explains complex issues to others.

Partnering and Relationship Building:

- Builds positive relationships based on respect and caring for others.
- Makes a conscious effort to maintain rapport with partners and communities.
- Builds effective work relationships through positive communication and outreach.
- Actively cultivates strong relationships with employees, clients, and partners.
- Looks for ways to add genuine value to partners and contacts.

Team Leadership:

- Makes sure employees have the necessary tools, resources and information to do their work.
- Empowers employees by assigning decision-making authority to those most responsible for the outcome.
- Encourages employees to act autonomously and take calculated risks.
- Plans and organizes the team's work to improve delivery and performance.
- Works one-on-one with employees to better understand their strengths and contributions in their current role.

Inuit Qaujimajangit:

- Creates a welcoming and positive environment for others.
- Fosters good spirit by being open, welcoming and inclusive of new individuals.
- Places the needs of the group or community above his or her own interest.
- Promotes global connections between people through sharing in just and equitable ways.
- Views local and global issues as being overlapping, interdependent and dynamic, and uses this information when making decisions.
- Uses information and knowledge to improve society and the well-being of people around him or her.
- Is resourceful and seeks solutions through creativity, adaptability, and flexibility.
- Is flexible in responding to a rapidly changing world to improve the context in which Inuit live.
- Participates actively and willingly in activities that help build the strength of the Inuit of Nunavut.

KNOWLEDGE, SKILLS AND ABILITIES - Managerial knowledge/integration; practical/technical work and human relations/communication skills

- Bachelor's degree in information science, computer science, or a related field (with a preference for a Master's degree in computer science, or a related field).
- Proficient in the Microsoft Suite of solutions, including SharePoint and Teams.
- Strong knowledge of cloud architecture and security.
- Minimum of five years' experience in the field of information technology or a combination of relevant experiences across related fields.
- Minimum of three to five years' experience in the management of staff.
- Minimum of three to five years' experience in financial and budget management experience.
- Ability to create and sustain an environment in which divisional staff work at their best.

- Significant experience in managing complex and sensitive issues.
- Thorough knowledge of the *Nunavut Agreement*.
- Team player, self-motivated and self-directed.
- Superior oral and written communication skills.
- Effective presentation skills in a variety of means and various audiences.
- Demonstrated tact and prudence.
- Strategic thinker with strong organizational and analytical skills.
- Ability to work collaboratively with a variety of individuals and groups, both in government, non-government organizations, as well as Inuit organizations.
- Sensitive to local, political and cultural issues and aspirations.
- Understanding of community needs in Nunavut.
- Cross cultural awareness and experience.
- Purchasing or procurement experience.
- Excellent computers skills in multiple software and technologies.
- Demonstrated experience using the internet as an effective communications tool.
- Demonstrated ability to work effectively with outside suppliers.
- Ability to multi-task.
- High-level attention to detail.
- Spoken and written Inuktitut/Innuinaqtun language is desirable and willingness to learn is required.

Equivalencies will be considered.

PROBLEM SOLVING, DECISION MAKING, KEY ISSUES AND THINKING CHALLENGES/ENVIRONMENT

- Must be able to have multiple contingency plans in place for all events and files.
- Must be highly adaptive, analytical, evaluative, creative and innovative.
- Policies and objectives will be broadly defined.
- Must be able to make high-level decisions in a high-pressure environment that will impact the perception of the organization.
- Must be able to make quick decisions on priorities of tasks and files.
- Must demonstrate high level of collaboration and confidentiality.
- Constant multi-tasking is required in a climate of constant demanding deadlines.

WORKING CONDITIONS

Physical Effort: *The combination of intensity, duration, and frequency of physical activity such as standing, sitting, bending, lifting, and/or working in awkward or constrained physical positions.*

- Occasional lifting of papers and boxes.
- Frequent duty travel.
- Travel to communities in inclement weather.
- Frequent short notice deadlines.
- Politically sensitive issues may add to stress.

Physical Environment: <i>The combination of intensity, duration and frequency of exposure to factors in the environment such as exposure to disagreeable conditions such as dust, noise, extreme heat or cold, and/or exposure to health or accidental hazards.</i>	
<ul style="list-style-type: none"> • Work in office environments. • Frequently required to travel in northern and southern Canada. 	
Sensory Attention: <i>The combination of intensity, duration, and frequency of concentration required such as sustained attention required for tasks such as analyzing complex documents, effecting repairs where precision is important, and/or intense listening.</i>	
<ul style="list-style-type: none"> • Reading detailed documents, studying and researching. • Focused listening. Long-term computer use may cause eyestrain, back and wrist pain. 	
Mental Stress: <i>The combination of intensity, duration, and frequency of exposure to physical and environmental factors such as tight deadlines, competing pressures, unpleasant public or client contacts, and/or disruption of personal life due to work, or travel.</i>	
<ul style="list-style-type: none"> • Long-term computer use; • Preparing reports against deadlines will cause stress; • Deadlines will cause overtime; • Disruptions in lifestyle caused by work schedules or travel requirements; • Reporting and responding to urgent requirements may cause stress. 	

CERTIFICATION	
_____	_____
Employee Signature	Chief Executive Officer
_____	_____
Employee Name (Print)	Director of Human Resources
_____	_____
Date	Date
<p>I certify that I have read and understand the responsibilities assigned to this position, and I certify that this is an accurate description of the responsibilities assigned to this position.</p>	

Attached an updated Organizational Chart for the Department