



NTI JOB DESCRIPTION

| GENERAL INFORMATION | |
|-----------------------------|----------------------------------------------|
| Job Title | Manager, Cloud Information Systems |
| Division | <i>Information Technology and Systems</i> |
| Title of Supervisor | Director, Information Technology and Systems |
| Location of position | TBD |
| Region | |
| Hay Point Rating | |
| Effective Date | Oct 2024 |

| NTI MISSION STATEMENT |
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| <i>INUIT ECONOMIC, SOCIAL AND CULTURAL WELL-BEING THROUGH THE IMPLEMENTATION OF THE NUNAVUT AGREEMENT</i> |
| POSITION PURPOSE |
| <p>Reporting to the Director, Information Technology & Systems, the Manager will manage and oversee their implementation, as well as analyzing company applications and external data and information services to identify and address potential security risks. The Manager will partner strategically with other internal teams and external stakeholders to design, adopt, and integrate appropriate systems, controls, and deliver consistent processes and solutions, and promote control automation; including but not limited to maintaining high-level network and application security. To support these efforts, a successful candidate will have in-depth knowledge of industry trends and standards as well as proficiency with the latest cloud hosting solutions.</p> |

| A. ACCOUNTABILITY – Freedom to Act and Impact & Magnitude |
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| <p>The Manager, Cloud Information Systems will perform some or all of the following duties:</p> <ul style="list-style-type: none"> • Provide direction to NTI for all Cloud application systems services. • Troubleshoot technical issues to resolution and/or escalate to supplier or partner organizations as required. • Log all incidents and service requests and where necessary, lead post mortem reviews to enhance the security posture of NTI • Ensure system and data security is maintained at a high standard, ensuring the integrity of the NTI's networks are not compromised. • Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner. • Monitor performance of NTI's systems, ensuring issues are appropriately escalated and resolved. |

- Provide technical assistance to project teams and undertake technical project roles when required.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the Information Technology and Systems Department.
- Maintain and develop excellent working relationships with key suppliers, conducting dealings in a professional and appropriate manner.
- Assist with ongoing development of related departmental policies and procedures, including appropriate controls around organisational change management.
- Communicate well with staff and members, exhibiting excellent listening skills.
- Demonstrate high standards of professional behavior when dealing with suppliers and staff.

B. NTI COMPETENCIES– Magnitude and depth of expected behaviors

Action Management:

- Administers functions in a fair and ethical manner that brings maximum employment and benefit to the organization.
- Provides clear direction to colleagues on objectives and timetables for work.
- Explains to employees/colleagues how work expectations are aligned with employment goals.
- Adopts effective work methods in order 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 colleagues in how to juggle multiple tasks and priorities.
- Shifts unit's attention and priorities in response to the needs of the business.
- Is flexible: 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.

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.
- Communicate well with staff and members, exhibiting excellent listening skills.
- Display confidence when dealing with people, with well-developed written and verbal communication skills.
- 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 angles and considers alternative solutions before moving forward with a plan to resolve it.
- Draws on options and solutions from across NTI, not just from one's own area, to solve work problems.
- Anticipates the risks inherent in a suggested plan of action and devises appropriate mitigating strategies.
- Is an agile interpreter of guidelines: navigates ways around a wide range of guidelines.
- Ability to investigate issues and requirements, identify, and prioritize appropriate

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: assigns 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/Qaujimajatuqangit:

- 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 enthusiastically in activities that help build the strength of the Inuit of Nunavut.

C. KNOWLEDGE, SKILLS AND ABILITIES - Managerial Know-How/Integration; practical/technical work and Human Relations/Communication Skills

- Diploma in Information Technology.
- A minimum of 3 years' experience in Cloud solutions such as Microsoft Entra or similar.
- Experience using enterprise tools for network and systems analysis.
- Ability to set up, test, manage, and troubleshoot cloud solutions such as Microsoft M365 suite and/or Entra ID.
- Ability to investigate incidents and issues; review requirements, identify and prioritise appropriate solutions.
- Ability to adapt and adjust to change and its processes; constantly seeking process improvement.
- Ability to work in a flexible environment.
- Ability to maintain detailed and accurate records.
- Offer assistance to other employees in use of various technologies.
- Ability to build professional relationships with staff throughout the organization.
- Spoken and written Inuktitut/Innuinaqtun language is desirable and the willingness to learn is required.

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

Incumbent requires knowledge of the NTI mission, vision and values; corporate and organizational culture; NTI and RIA Bylaws, Policies and Procedures related to specific files; Federal and Nunavut Territorial related Acts, Legislation, Regulation, Policies, Procedures and Guidelines.

Decisions and configurations that the incumbent makes can have severe impacts to the operations of NTI. The incumbent will at times need to balance between security and

operational accessibility, and will need to be able to articulate the impacts and benefits for either side.

E. 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;
- Able to lift 25Kg
- duty travel as needed;
- Travel to communities in inclement weather;
- Frequent short notice deadlines;
- Politically sensitive issues may add to stress.

Physical Environment: *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.*

Work in office environments. Required to travel in northern and southern Canada.

Sensory Attention: *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.*

- Reading detailed documents, studying and researching;
- Focused listening;
- Long-term computer use may cause eyestrain, back and wrist pain.

Mental Stress: *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.*

- Long-term computer use;
- Preparing reports against deadlines will cause stress;
- Overtime may be necessary due to deadlines or security incidents;
- Disruptions in life style caused by work schedules or travel requirements;
- Reporting and responding to urgent requirements may cause stress.

CERTIFICATION

Employee Signature

Supervisor Title

Employee Name (Print)

Director of Human Resources

Date

Date

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.

Attach an updated Organizational Chart for the Department