Position Title:	**Manager, Information Services**
Department:	**Information Services**
Reports To:	**General Manager, Corporate Services**
Date Established:	**September 8, 2014**

New Position ☒   Update ☐   Request for Classification Review ☐

Position Summary:

The Manager, Information Services (IS) plans, develops and implements policies, strategies and programs related to the management of social, economic and topographical data (GIS) and Information Technology (IT) resources. The Manager is to provide leadership, direction and support to service recipients internal and external to the County and to direct a staff of competent professionals in a variety of functional capacities to achieve this objective. The Manager is charged with providing services related to the County's GIS and IT Infrastructure; Innovation and Growth; Operations Management; and Information Stewardship.

The Manager, IS is responsible for ensuring that these services are cost efficient, effective in meeting the needs of clients and are valued as measured by a high level of client satisfaction.

1   Key Responsibilities

1.1   Duties

1.1.1   Develop and Continuously Improve Key Business Processes (35%)

- IS Master Planning – requires completing annual review to remain consistent with the County's Strategic Plan.
- Technology Life Cycle Planning – ensuring the investment in technology is optimized through the continual renewal of components.
- Project Planning – ensuring that all client projects are planned to an appropriate level of detail.
- Risk Management – ensuring that all client projects are assessed for risk and where appropriate, risk mitigation strategies are developed.
- Information Management – ensuring IT supports the lifecycle plan for electronic records.
- Architecture Maintenance – maintaining "as-built" currency of critical architectures including Technical, Business, Application and Data.
- Investment Evaluation – consistent modelling to determine the costs, benefits and implications of investing in GIS and IT.
- Change Management – ensuring that activities such as managing metadata, version control and compatibility of the existing investment with new versions of the environment, are maintained in a controlled manner. As well, ensuring the activities, processes, tool and techniques used to manage people and their workflows are considered when introducing change.
- Environment Optimization – ensuring that the environment is optimized to take advantage of efficiency and effectiveness enhancements.
- Project Management – ensuring that all IS related initiatives are resourced appropriately and are managed to increase the likelihood of successful completion.
- Process Improvement – ensuring that all IS related initiatives include a component of business process improvement.
- Harvesting of Benefits – ensuring that the value potential of IS related to initiatives is realized, measured and reported.

- Customer Service – ensuring that all customer inquiries, complaints and issues are recorded, addressed and reviewed within appropriate time frames.
- IS Standards – ensuring acceptance, currency, and adherence to all IS standards.

1.1.2 Staff Management (20%)
- Planning and providing overall direction to the Information Services department.
- Providing support, leadership, mentorship, feedback, and coaching to direct reports.
- Monitoring and evaluating the performance of direct reports.
- Providing for ongoing professional development and training for direct reports.

1.1.3 Provide Innovation and Growth Services (20%)
- Defining, acquiring and managing the acquisition of client IS business solutions including application software.
- Ensuring that emerging IT developments are examined for possible adoption into existing and future solutions.
- Providing project planning services for initiatives that involve GIS and IT resources.
- Providing Project Management skills and experience for initiatives that involve GIS and IT resources.
- Applying the skills and experience necessary to improve business processes when appropriate.
- Providing a means to ensure that the value potential of IS related initiatives is realized, measured and reported.

1.1.4 Maintain the Vision for Information Services (10%)
- Seeking ongoing validation of the Vision for IS.
- Developing and ensuring adherence to principles and practices that support the Vision.
- Seeking to enhance the economic viability of the County by actively pursuing revenue opportunities through the use of Information Services; forming partnerships that are financially beneficial or lead to the expansion of IS services or services levels: and marketing the services of IS where appropriate.
- Focusing on Customer Service by ensuring the services of IS and the levels of service are consistent with Client business needs.
- Providing leadership to the County and to the clients of IS on the management of the GIS and IT resources through innovation and development of leading edge solutions.
- Developing key performance indicators that address the efficiency, effectiveness, quality and value of IS.

1.1.5 Develop and Maintain an Information Services Master Plan (5%)
- Ensuring consistency with the County's Strategic Plan.
- Focusing on the priority business needs of clients.
- Approaching project evaluation using a consistent model for determining benefits and costs.
- Evaluating options for the delivery of services.
- Identifying and mitigating risk.

1.1.6 Provide Information Stewardship Services (5%)
- Ensuring the environment provides for the validation and maintenance of information through defined practices and processes.
- Providing environment solutions for the management of corporate information assets that is consistent with customer needs, County standards, and legislative and regulatory requirements.

1.1.7 Provide IS Management Services (5%)

- Guiding administrative processes and activities in support of the delivery of IS services.
- Providing contracting services for service level agreements with the customers of IS.
- Providing Contract Management services for the services purchased by IS in support of service delivery.
- Ensuring overall management of IS policies, practices, processes and standards is carried out to maintain currency.

1.2 Most Difficult and/or Complex Aspects of the Position

The Manager is responsible for the secure and sustainable information and technological environment for the County. Technology must meet the needs of the users and it must be aligned strategically with County initiatives to ensure a balance of cost effectiveness and user satisfaction. Every level of the organization would feel the effects of poorly planned, selected or supported technologies. If employees do not understand the tools they are using they will produce inferior results. Managers who are not provided with clear, current and accurate information may make improper decisions. Decisions can have serious impacts on operations, employees or finances or cause external embarrassment and/or loss of confidence.

1.3 Diversity and Scope of Services

This position coordinates all Information Services for the County. It deals with all of County Administration. The Manager is expected to continue developing an expertise in GIS and IT and provide direction to Senior Administration.

2 Decision – Making/Accountability

2.1 Decision Making/Independence

Works with a significant degree of independence including day-to-day issue resolution and decision making. Issues with the potential for significant impact are referred and discussed with the General Manager of Corporate Services or designate.

2.2 Results or Outcomes Expected

Information Services is a key service area within the County and performance is defined and measured using Key Performance Indicators (KPIs). The KPIs are identified in the IS Master Plan and the Manager is accountable for the results.

2.3 Impact/Consequence of Error

Errors in judgement or action can result in significant negative consequences to the efficiency and effectiveness of the County as a whole. Errors in maintaining best practices or adhering to legislative and regulatory standards could lead to embarrassment, litigation, and financial implications.

3 Administrative Responsibility

3.1 Planning

This position is responsible for planning, monitoring and implementing service area activities and providing direction and leadership to service area staff, promoting ongoing staff training and development and ongoing monitoring of departmental effectiveness.

3.2 Financial

This position is responsible for developing, maintaining and monitoring the business plan and budget for GIS Services and IT Services. These documents must conform to the Information Services Master Plan. The Manager also forecasts and reports anticipated variances from budget.

3.3 Human Resources/Workforce

This is a management position with two current direct reports and six indirect reports (consisting of four permanent positions and two temporary positons). The Manager is responsible for decisions on hiring, discipline, and performance.

3.4 Occupational Health & Safety

Maintains awareness of and adheres to Parkland County's Occupational Health and Safety Management System.

4 Contacts

4.1 Internal

Contacts are made regularly with the General Manager, CAO and the Information Services Steering Committee. The nature of this contact is to gather or disseminate information and to reach agreement on issues of priority.

4.2 External

Contacts include existing and potential suppliers and customers of IS services; other levels of government as well as the business community and residents to exchange information, negotiate services, or respond, resolve, or investigate complaints or inquiries.

5 Working Conditions

5.1 Environment

Works in office environment. Must be willing to attend meetings outside of normal business hours, overtime is occasionally required for the position and available to work weekends and evenings.

5.2 Physical Effort

Varying levels of physical effort, including moderate lifting (up to 10 kg), sitting, walking, standing, pushing and pulling, reaching, driving and carrying. Repeated motion of office tasks.

6 Qualifications

6.1 Formal Education

This position requires a bachelor's degree preferably in commerce majoring in management, information systems or related discipline.

6.2 Training/Experience

Five or more years of managerial experience is required, preferably in a larger Municipal government organization or similar environment.

6.3 Professional Designation/License/Memberships

Membership in a related professional association is desirable. Possession of a valid Alberta driver's license and satisfactory driving record is required.

6.4   Special Skills/Knowledge/Abilities

Well-developed interpersonal and communication skills. Knowledge and understanding of both IT and GIS. Excellent research, analytical and writing skills, with proficiency in a variety of computer applications. Other assets for this position include strong initiative and leadership qualities.

Signatures

Date: _February 2, 2015_

General
Manager: _____

CAO: _____