

**SCHOOL DISTRICT NO. 63
(SAANICH)**

JOB DESCRIPTION

CLASSIFICATION

Information Technology

POSITION

Information Technology Supervisor

SUMMARY

Under direction of the Director of Technology or designate, the Information Technology Supervisor is responsible for organizing and supervising the activities of the Information Technology Department in compliance with School District Policy and current Technology and Security best practices.

DUTIES

- Supervises and coordinates the activities of the Information Technology staff as per the Director of Information Technology
- Assesses the current state of information systems across the school district, and coordinates and recommends maintenance and replacements as per department guidelines
- Reviews helpdesk requests and makes recommendations to the Director of Information Technology in regards to technician requirements; stock and maintenance materials; tools and equipment availability; and ensures that work is completed and triaged in line with priority, quality and timeliness parameters.
- The Information Technology Supervisor is expected to communicate with employees the Employer's expectations of workplace performance and quality standards.
- Administers department budget and maintains operating records, prepares and verifies staff purchasing card statements
- Manages the district cell phone contracts, including reviewing reports, ensuring we are following district standards, and communicating information and changes to district staff
- In collaboration with the Director of Information Technology, procures goods and services from vendors and contractors, when required, following purchasing guidelines within the department while adhering to District Purchasing Policies.
- Presents to employee groups, virtually or in person, to outline new department tools and topics and procedures
- Onboards new employees into the department, to provide orientation on district technician tools, systems, and procedures
- Consults with school administration and provides technical advice pertaining to project estimates, School and Classroom Technology, alterations, equipment repairs and work scheduling.
- Communicates team successes and struggles to Director of Information Technology to ensure smooth operations and team growth
- Administers Information Technology inventory program to ensure the maintenance, retention and appropriate disposition of all IT assets across the District
- Administers Helpdesk system to ensure all help requests are fully documented and completed with all relevant information
- Coordinates Information Technology projects both regular and ad-hoc, including work by contractors, ensuring satisfactory outcomes for all parties
- Ensures team operates in compliance with Building Codes and Workers' Compensation Board Regulations and coordinates safety related training (e.g. WHMIS, equipment operation) with Facilities

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- Coordinates with the Director of Information Technology and Secretary Treasurer (and at times, the OIPC) to ensure the privacy and security of information within the school district's platforms and technology.
- Ensures that all timecards for assigned staff are accurate and submitted to payroll within specified timelines.
- Attends courses, seminars or workshops as approved by the Director of Information Technology to upgrade skills or stay current with practices and procedures relative to his/her department.
- Liaises and coordinates with facilities departments where our systems overlap and supports them when dealing with outside services such as TELUS and BC Hydro
- Works alongside District Systems Analysts installing computers, projectors and networks.
- Supports the shipping and receiving of all new and used IT equipment.

** Performs other assigned duties that are within the area of knowledge and skills required by the job description.*

QUALIFICATIONS

- Four years of Post-Secondary education in a Technology or Project Management related field
- Valid Class 5 B.C. Driver's License
- Five years' recent experience in technology or education related organizations, with at least two years supervisor experience
- Demonstrated competency in current technologies used in the district and project management.

** Or equivalent combination of training and experience.*

Required Knowledge and Skills

- Must be able to coordinate multiple tasks, prioritize work, plan and propose recommendations for change.
- Demonstrated ability to lead, direct, motivate, train and inspire staff in a positive manner.
- Must be able to foster and encourage teamwork and cooperation with all departments.
- Must be able to communicate effectively to establish and maintain effective relationships with employees, co-workers, supervisors, district and school administration and contractors.
- Experience using enterprise Microsoft tools, including Configuration Manager and Microsoft365 Administration Centers
- Demonstrated competency in setting up or managing a privacy and/or security program for an organization

DATE

April 5, 2023