

# Position Description

**Position:** Department Manager  
**Division/Dept:** Information Technology/Infrastructure Services  
**Reporting To:** Division Manager, Information Technology

## Position Summary

Reporting to the Division Manager, Information Technology and as part of the IT Management Team, the Department Manager, Infrastructure Services will provide leadership and expertise in the development and execution of the technical & operational service strategies needed to support the business needs and goals; while meeting or exceeding established departmental service levels with the ultimate goal of providing highly available; secure; cost effective; and innovative products, programs, and services.

## Duties & Responsibilities

- Supervise and coordinate day-to-day and escalation activities for the infrastructure team.
- Conduct performance reviews for team member(s).
- Assist the division manager with the computing system architecture design and management aimed at implementing industry best practices, ensuring consistency, and provisioning for appropriate levels of interoperability between systems.
- Lead the development and implementation of pro-active frameworks to achieve excellent levels of availability and reliability.
- Lead the creation, implementation, and ongoing evolution of a problem reporting and resolution recording / tracking framework.
- Assume primary responsibility for the following areas:
  - Server hardware & software maintenance and support,
  - Centralized storage configuration, management, and support (SAN),
  - Server backups, tape management, and file / data recovery,
  - Network management (local and inter-site networking LAN/WAN),
  - Internet connectivity / security (i.e. VPN, Firewall),
  - Windows “Active Directory” platform integration,
  - Microsoft application/services support (i.e. E-mail),
  - Server-level / network disaster recovery,
  - Server Anti-Virus and security patching management systems,
  - Web content management,
  - Performance monitoring, automated alerting, etc.
  - Capacity planning/trending,
  - Computer room infrastructure (cooling, UPS, security, etc.), and
  - Problem reporting and resolution recording/tracking.
- Provide mentorship and backup to the existing infrastructure support position.
- Vendor interaction in pursuit of hardware/computer application problem resolutions.
- Other duties and responsibilities as assigned.

**Qualifications:**

- Post-secondary education in computer science or equivalent designations;
- 5-7 years experience performing system administration and network support functions in a multi-site client-server Microsoft Windows / Linux LAN/WAN environment
- Substantial experience with Server/Networking hardware, operating systems and software; networking principles, implementations and configurations; and problem-solving methodologies
- Proven project management experience in a senior/lead role
- Familiarity with high-speed satellite communications would be considered a strong asset
- Strong leadership and management skills;
- Experience with mentoring and training of staff;
- Strong organizational and administrative skills
- Excellent communication skills, both verbal and written;
- Ability to work independently, as well as a member of a team;
- Proven ability to work in a cross-cultural setting.
- Ability to travel as required.