



**North Eastman Health Association Inc.
Job Description**

Director, Information Systems Services

Position Summary

The incumbent will assume responsibility for the following: implementation, upgrade, maintenance and support of networked applications throughout the Region; set-up and maintenance of network user login, access rights, and print services; general user and system support; human resource management and fiscal management.

As a member of Information Systems Services, the incumbent has full access to all databases, including Human Resources, personnel, benefits, administration, finance and budgeting, e-mail, etc. and therefore must adhere to strict confidentiality policies and procedures involving confidential electronic information.

Information Systems Services assists employees of NEHA in their ongoing efforts to computerize by providing assistance in equipment acquisition, technical support and ensuring all digital data in databases are backed up and secured.

The incumbent supports the philosophy, mission, goals and objectives of the North Eastman Health Association.

Reports to: Chief Executive Officer

Union: Non- Union

Qualifications:

Education and Experience

- Degree/ Diploma in the field of Computer Science and/ or completion of Novell/ Microsoft Network Administration Certification.
- Minimum of three years related systems experience in an end-user/ client support environment combined with a minimum of two years network administration.
- Experience with administration and support of Novell/ NT networks as well as installation and support of desktop computer hardware and software applications.
- Experience in the provision of basic end user training related to network access and operations.
- Experience in the healthcare environment preferred.

Knowledge, Skills and Abilities

- Demonstrated oral and written communication skills.
- Demonstrated analytical and problem solving skills.
- Ability to organize and document procedural routines.
- Ability to work independently as well as in a team based working environment.
- Builds and maintains professional working relationships with management and staff within the Region and appropriate outside vendors and agencies.

Duties and Responsibilities:

1. In accordance with PHIA and FIPPA legislation, responsible for the implementation, creation, upgrade and network related support of all database applications throughout the Region.
2. Responsible for the set-up and maintenance of network user logins, access rights, and print services in accordance with Regional policies and service standards and practices.
3. In collaboration with program/ services representatives, and utilizing analytical skills, develops recommendations in relation to research, planning and recommendations on all hardware, software, communications and networking acquisitions. This includes recommendations relating to changes in duties and responsibilities and staffing levels resulting from the project implementation.
4. Monitor networks disc space utilization and inform appropriate management staff of potential related issues.
5. Perform network maintenance utilities to ensure network integrity and stability.
6. Maintain desktop “ghost images” library in accordance with current standards.
7. Provide end user support for desktop computer equipment and related standard desktop application software.
8. Perform desktop computer hardware and software installation in accordance with standards and practices set out by the Region.
9. Provide user training with respect to network access and operation.
10. Provides technical, hardware and software support and liase with service bureaus, consultants, contractors, and vendors as required.

11. Supports a project management's approach for the delivery of information systems services and provides input as required to the development of project definitions.
12. Participates, as required, as a member of various committees developed to plan systems projects.
13. Supports and works toward ensuring that program/service documentation is updated accurately and in a timely manner.
14. Provides input, as required, to the development of strategies, standards and practices.
15. Participates in the development of regional, program and departmental policies and procedures and in the review and revision of same.
16. Communications with the Chief Executive Officer on a regular basis and provides reports and recommendations as required.
17. Maintains technical competence and knowledge of current developments in the field.
18. Prepares an annual departmental capital and operating budget, monitors budget on a regular basis and takes corrective action as necessary.
19. Approves expenditures for the department.
20. Responsible for the human resource function of the department including: supervision, selection and hiring of staff, performance reviews, attendance management, disciplinary action, interpretation of regional policies and Collective Agreements and receiving and dealing with grievances.
21. Performs other related duties as instructed or requested.

Revised: August 2006
Date

Approved by: _____
Supervisor/Manager Date

Approved by: _____
CEO Date

Reviewed by: _____
Director, Human Resources Date