



POSITION DESCRIPTION

POSITION TITLE: IT OPERATIONS MANAGER - SELKIRK

DEPARTMENT: INFORMATION TECHNOLOGY

CLASSIFICATION:

UNION: OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL DIRECTOR, INFORMATION TECHNOLOGY

POSITIONS SUPERVISED: REGIONAL COORDINATOR, IT INFRASTRUCTURE; EMR CLINICAL APPLICATION ANALYST;
EPR APPLICATION ANALYST; APPLICATION ANALYST

POSITION SUMMARY

Reporting to the Regional Director of Information Technology (IT) this position is to supervise and ensure the efficient operation of the IERHA network, SHC data center and equipment. The IT Operations Manager will also work closely with the Regional Director of IT to ensure that IT projects are completed in timely manner with proper resources assigned. This will include all internal and all external projects that require IT participation and support. The IT Operations Manager works with other decision makers in other departments in order to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

This position of IT Operations Manager functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Involved in contributing to the Information Technology department purpose and objectives in accordance with the IERHA's vision, mission, policies and procedures.

- Lead IT department operational planning and projects, and organize and negotiate the allocation of IT infrastructure and application analyst resources.
- Work with stakeholders to define business and systems requirements for new technology implementations.
- Ensure the efficient utilization of IT resources – including personnel and equipment – across the organization.
- Oversee operations-related projects and project portfolio.
- Oversee all reports and documentation related to projects that Regional Manager, IT Operations is involved with.
- Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.
- Develop requests for proposal
- Enforces the IERHA network security and department policies.
- Acts as the program liaison with other programs and services as required.
- Undertakes organizational development activities as required.
- Undertakes Change Management activities as required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree or a College Diploma in the field of Computer Science from a recognized institution. Certifications in Project Management and ITIL will be an asset.
- Other combinations of education and experience may be considered.

REQUIRED KNOWLEDGE:

- In-depth knowledge of applicable data privacy practices and laws.

EXPERIENCE REQUIRED:

- Minimum five (5) years' experience in an information technology management required
- Experience in health environment preferred.
- Proven experience in IT infrastructure planning and development.

SKILLS/COMPETENCIES:

- Excellent understanding of the organization's goals and objectives.
- Strong understanding of project management principles.
- Strong leadership skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated and directed.
- Proven analytical, evaluative, and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.

- Extensive experience working in a team-oriented, collaborative environment
 - Valid Manitoba driver's license and use of vehicle required.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: June 2016
Date

Revised: August 2018
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Vice President, Human Resources Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.