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## POSITION DESCRIPTION

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| <b>POSITION TITLE:</b> | REGIONAL COORDINATOR, INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE |
| <b>DEPARTMENT:</b>     | INFORMATION TECHNOLOGY   |
| <b>CLASSIFICATION:</b> |  |
| <b>UNION:</b>          | NON UNION  |

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## REPORTING RELATIONSHIPS

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| <b>POSITION REPORTS TO:</b>  | INFORMATION TECHNOLOGY OPERATIONS MANAGER                                    |
| <b>POSITIONS SUPERVISED:</b> | NETWORK ANALYST, SENIOR NETWORK ADMINISTRATOR, NETWORK ADMINISTRATOR SUPPORT |

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## POSITION SUMMARY

The Regional Coordinator, IT Infrastructures' role is to supervise and ensure the efficient operation of the regions network, client servers, databases, and equipment. This includes managing the IT staff responsible for monitoring and diagnosing network and hardware problems. The Regional Coordinator, IT Infrastructure also works closely with IT and other departments decision makers in order to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

The position of Regional Coordinator, IT Infrastructure functions in a manner consistent with, and supports the mission, vision, and values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

- Lead operational planning and organize and negotiate the allocation of IT resources.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.

- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Analyze existing operations and make recommendations for the improvement and growth of the network infrastructure and IT systems.
- Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.
- Develop requests for proposal.
- Oversee all reports and documentation related to network and systems operations.
- Develop maintenance schedules for network and systems equipment.
- Conduct system feasibility studies and testing.
- Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.
- Practice asset management for IT hardware, software, and equipment.
- Establish and maintain regular written and in-person communications with the Regional Director of IT, department heads, and end users regarding relevant IT activities.
- Oversee operations-related projects.
- Assist in the provisioning of end-user services, including help desk and technical support services.
- 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:**

- College Diploma or University degree in the field of Computer Science or an equivalent combination of education and experience.

##### **REQUIRED KNOWLEDGE:**

- In-depth knowledge of applicable data privacy practices and laws.
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.

##### **EXPERIENCE REQUIRED:**

- Minimum four (4) years' of related health care work experience.
- Proven experience in IT infrastructure planning and development.

##### **SKILLS/COMPETENCIES:**

- Ability to organize and coordinate the work of the unit.
- Ability to determine work priorities and assign work to employees.
- Ability to explain instructions and guidelines to others effectively.
- Excellent understanding of the organization's goals and objectives.
- Strong written and oral communication skills, as well as strong interpersonal skills
- Highly self motivated and self directed

- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high pressure environment
- Strong customer service orientation
- Experience working in a team-orientated, collaborative environment
- Valid drivers license
- 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.
  - Will 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 adherence to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- 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**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
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