

TITLE: INFORMATION SYSTEMS SPECIALIST

CLASSIFICATION:

ISL 24R

MINISTRY: ISLANDS TRUST,
MINISTRY OF MUNICIPAL AFFAIRS

WORK UNIT:

LEGISLATIVE AND
INFORMATION
SERVICES

SUPERVISOR TITLE: INFORMATION TECHNOLOGY MANAGER

SUPERVISOR POSITION #:

TBD

PROGRAM

Located in Coast Salish territory, the Islands Trust is a special purpose government responsible for protecting the unique amenities and environment of more than 450 islands and surrounding waters in the southern Strait of Georgia and Howe Sound. Created by the Province via the Islands Trust Act, Islands Trust plans and regulates local land use, coordinates with other level of government and First Nations on key issues impacting the area, and protects land through the Islands Trust Conservancy.

JOB OVERVIEW

Under the direction of Islands Trust Information Technology Manager, the Information Systems Specialist (ISS) manages Information Systems projects including developing business analysis and cases, leading project and contract management and providing expertise on testing and implementation. The position is further responsible for the maintenance and long-term planning of Islands Trust Information Services infrastructure, including servers, printers, databases, website administration and coordination of Island Trust's telecommunications requirements with technologies such as Zoom, cellular phones and GPS tracking units. The ISS is also responsible for monitoring industry and technology trends and advancements, analyzing this information and recommending the optimal path forward for our long-term strategy. Responsible for implementing technology and process that improves the working environment and productivity of the Trustees and Trust employees, striving to meet the philosophical goals of the Trust (Zero Carbon Footprint, Paperless Office etc.).

The Information Systems Specialist (ISS) operates within an environment of users with different levels of technical sophistication. The position interacts with staff in three regional offices to assist them in using a variety of integrated applications. The ISS provides resolution options, strategies and recommendations on existing and potential web services as well as database initiatives. The ISS must meet deadlines associated with multiple projects, create innovative training materials and maintain current knowledge of industry trends for web and database development.

ACCOUNTABILITIES

Implementation of Information Systems projects including project management, business analysis, technical analysis; adhering to project management, business analysis and contract management best practices by:

- Developing project scope, deliverables, budget and timelines with the project owner, researching and developing technological alternatives, cost benefits analysis, budget implications, program area resources and

policy/procedural enhancements.

- Working with service providers to design backup strategies to meet business requirements and conducting post implementation review of completed projects;
- Monitoring main IS support line during business hours and monitor helpdesk queue(s), respond and resolve staff support issues / service requests
- Monitoring projects, modifying plans if required, provide a formal procedure for requesting and approving scope modifications (change management);
- Preparing feasibility studies, requirements analysis, developing business cases, use case scenarios according to government, industry and Island's Trust IT standards;
- Analyzing and reviewing existing systems to identify potential enhancements and/or changes necessary to resolve user problems or improve operating efficiency and changing user needs;
- Assisting in negotiating and selecting contractors through the appropriate competitive process, and monitoring the work of contractors;
- Developing and testing Business Continuity and Disaster Recovery Plans;
- Providing ongoing support to Islands Trust staff and trustees through monitoring of applications performance, identifying issues, initiating corrective actions and recommending improvements;
- Continuously reviewing current work flows, work with team leaders and management to improve and introduce processes and tools that improve overall working environment.

Implements day-to-day delivery of Information Systems operations by:

- Developing and maintaining corporate technology standards, information technology and security policies and procedures, and business contracts for software applications, including documentation and agreements between vendors and support organizations;
- Working with and prioritizing the work-load of external contractors and to ensure that problems and issues are addressed expediently;
- Coordinating application-level security for third-party supported applications, responding to staff concerns and negotiate strategies for their resolution;
- Assisting with preparation of annual information technology reports, annual and multiyear capital forecasting;
- Tracking, maintaining, reviewing and procuring IT systems assets;
- Ensuring systems documentation is maintained and updated;
- Ensuring continuous improvement of HW/SW environment with ongoing development and implementation of 1, 3, and 5 year IS infrastructure planning.

Administrates and develops Relational Database Management Systems (RDBMS) by:

- Analyzing and modifying current and future states of RDBM systems for optimization, architecture, performance, and processes and ensuring they align with the enterprise (the organization);
- Maintaining corporate data models and following established and relational database management system modeling, best practices and design standards;
- Integrating new applications/releases with existing database architecture;
- Designing user-interface graphics, menu systems and navigation and creating user-interface data tables and data libraries, queries, user forms, reports, output, and event driven programming languages;
- Providing staff training, including creating training and reference materials on database usability and maintenance.

Coordinates the installation and maintenance of communications equipment and connectivity by:

- Advising on and maintaining the selection and effective use of communications equipment and services;
- Ensuring network access for trustees and employees is maintained at an optimal performance and security level.
- Continuously improve communications and productivity as well as reduce cost where possible with introduction of new tools and technologies.

Administers the Information Systems (I.S.) budget by preparing and monitoring budgets, and providing information on on-going on one-time costs for required hardware, software and contractual support.

JOB REQUIREMENTS

- University degree in Computer Science, Information Systems
- OR
- A combination of education, training and experience may be considered i.e. 3 years of recent, related experience* with formal course work and/or certifications in Information Technology, Computer Science, Business Administration, or a related field.
 - Experience working with a wide range of software and hardware.
 - Valid Drivers license

Preference will be given to qualified applicants with any or all of the following:

- Experience with database administration.
- Experience with Software licensing, software and hardware procurement, and life-cycles
- Experience with staff training one-on-one or in classroom settings
- Course work in business analysis, project management and systems planning or an equivalent combination of education, training and experience.

A Criminal Record Check (CRC) will be required.

KNOWLEDGE SKILLS AND ABILITIES:

- Experience in managing clients' expectations and working with a wide range of clients
- Knowledge of client business and needs analysis
- Knowledge of change management practices
- Knowledge of cost-benefit analysis methodology, techniques and processes
- An understanding of client/server infrastructure software and hardware configurations, and problem resolution methodologies, techniques and processes
- Knowledge of project management methodologies, techniques and processes
- Knowledge of information system technology developments to ensure familiarity with current and emerging technology capacities, options and solutions
- Knowledge of organizational financial management and control processes
- Ability to research, analyze and investigate various options to achieve the client's objectives
- Ability to communicate, orally and in writing, providing and obtaining business or systems information of a complex nature effectively, clearly and concisely in a timely manner and format and at an appropriate level
- Ability to negotiate/manage contracts for service outside of government
- Ability to quality assure systems development and implementation performed by contractors
- Ability to work with all levels of staff and establish effective working relationships
- Ability to resolve systems software/hardware and related technology issues economically, efficiently and effectively
- Ability to develop financial and budget analysis reports in relation to technology projects and contracts
- Skills:
 - Excellent verbal and written communication skills
 - Project management skills including project estimating, monitoring and tracking
 - Excellent interpersonal skills
 - Skill in prioritizing and managing workload and timelines

BEHAVIOURAL COMPETENCIES:

Service Orientation implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Results Orientation is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one

Career Group:

IM/IT

Job Family:

IT

Job Stream:

Role:

Professional

Revised Date:

has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a results orientation.

Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Analytical Thinking is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Information Seeking is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.

Organizational Awareness is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCY:

Sustained Learning and Development means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous people. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect – and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness, and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Indigenous self-determination