



<b>Department:</b>	<b>Administration</b>
<b>Reports to:</b>	<b>Chief Administrative Officer (CAO)</b>
<b>Accountable to:</b>	<b>CAO, Spokesperson, and CDC</b>
<b>Salary:</b>	<b>80 to 90K depending on education and experience.</b>
<b>Location:</b>	<b>Administration Building</b>

**POSITION SUMMARY:**

The Information Technology (IT), Records Information Management (RIM), and Telecommunications Manager reports to the Chief Administrative Officer (CAO). This position oversees all IT, RIM, and Telecommunications infrastructure, as well as associated services provided by external contractors and internal staff in accordance with TRTFN policies and all applicable federal and provincial regulations and legislation. This role encompasses networks, cloud services, cybersecurity operations, virtualization environments, backups, disaster recovery, data centre resources, telecommunications and telecommunications site administration.

This position is responsible for implementing and overseeing a government-wide RIM system that includes facilitating effective organizational management of information and records in all formats (e.g., paper, electronic, and analogue), establishing an accessibility dashboard component for ease of use, ensuring safe storage methods for active and inactive records, as well as records classification, retention and disposition scheduling. In addition, the incumbent will implement and manage a physical-to-electronic records scanning program, oversee the management of all RIM software systems and oversee privacy and freedom of information (FOI) inquiries from internal and external sources, ensuring that OCAP® principles are upheld across all information management activities.

**DUTIES AND RESPONSIBILITIES:**

**1. Infrastructure and Systems Management**

- Manages day-to-day network operations, including Microsoft 365, SharePoint, and department-specific software;
- Oversees contracted IT providers for monitoring, troubleshooting, and maintaining infrastructure (firewalls, routers, switches, access points, VPNs, telecommunications tower);
- Ensures O/S patching, upgrades, server/network/storage/endpoint lifecycle maintenance, and maintains a 24/7 disaster recovery (DR) plan;
- Manages email servers, VoIP communication systems, and telecommunication site tower and associated services in collaboration with IT contractors;
- Ensures the data centre is monitored for temperature, security, connectivity, and all user license agreements and third-party relationships are maintained;
- Ensures comprehensive emergency communication systems (VHF radio, FM override, 911 access) and other protocols are in place for the TRTFN government and citizens;
- Manages specialized contracts for device maintenance, automated reception, security systems, surveillance, and other IT-related services.

**2. Security, Compliance & Access**

- Ensures the application of best practice cybersecurity operations, including monitoring, detection, and response, as well as conducting operational vulnerability assessments, implementation of corrective measures, and addressing security risks proactively;
- Maintains a functional security system across all TRTFN facilities, providing on-demand digital access for TRTFN;
- Administers requests for personal and government information by receiving, assessing, and coordinating responses; reviews requests, determines disclosure in accordance with privacy principles and policies, compiles responsive records, and prepares disclosures with necessary redactions;
- Remains informed on emerging trends in privacy and freedom of information, and develops and maintains networks with First Nations, governments, agencies, boards, committees, and the private sector in these areas as they pertain to best practice.



## **IT, RIM, AND TELECOMMUNICATIONS MANAGER**

### **3. Operations, Support, and Training**

- Ensures all specialized software is updated and relationships with staff and vendors are maintained to ensure seamless service provision;
- Evaluates and implements emerging technologies at an operational level to enhance efficiency, security, and performance;
- Provides advanced technical support and troubleshooting for hardware, software, email, and network issues;
- Ensures security awareness training for all staff is carried out in collaboration with IT contractors.

### **4. Vendor and Asset Management**

- Manages vendor operations, including procurement, service agreements, support contracts, inventory, maintenance, and software/security upgrades.

### **5. IT Collaboration and Leadership**

- Provides day-to-day management, checking of user error reports/requests, direction, and support, ensuring effective task delegation and performance monitoring to staff and contracted service providers;
- Supports privacy and security initiatives as directed, supporting effective IT governance practices;

### **6. Records Information Management (RIM) System**

- Implements, with assistance for RIM consultants, a government-wide records classification system, retention/disposition schedules for all TRTFN records, and related policies, procedures, and processes (e.g., imaging and confidentiality).
- Oversees file inventory, classification, and the migration of records to SharePoint, including dashboard setup with RIM consultants.
- Provides staff and departments with guidance on file management, organization, indexing, storage, retrieval, and disposal.

### **7. Other related duties as assigned by the Chief Administrative Officer (CAO) from time to time.**

### **SUPERVISORY RESPONSIBILITIES**

- Oversees contracted IT service providers, ensuring compliance with agreements and quality of service.
- Supervises one full-time IT Administrator, providing direction, evaluation, and support.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Expert knowledge of Microsoft 365, network infrastructure, telecommunications systems, backup solutions, and cybersecurity tools
- Strong problem-solving and troubleshooting skills in complex technical environments
- Comprehensive knowledge of records and information management functions

### **TRAINING, EDUCATION & EXPERIENCE**

- Bachelor's degree or higher in Computer Science, Information Systems, IT, or Computer Engineering
- Minimum five (5) years' IT management/administration experience, preferably in an Indigenous governance setting
- Proven experience with IT infrastructure projects, vendor management, and implementing records management programs
- Skilled in databases, queries, complex searches, data extraction, and reporting
- Understanding of Indigenous rights and title, with experience in cross-cultural environments
- Familiarity with the Freedom of Information and Protection of Privacy Act (FOIPPA) is an asset
- Knowledge of Tlingit language, culture, and heritage would be a strong asset.
- Acceptable RCMP Criminal Record Check and Vulnerable Sector Screening within the past 2 months
- Valid Class 5 Driver's License

### **WORKING CONDITIONS**

- Primarily based in an office setting, with work performed in indoor/outdoor IT infrastructure environments in all weather conditions;
- May require on-call or after-hours availability to address urgent system issues from time to time;
- Availability to perform some duties through remote work, as appropriate;
- Extended periods of screen time and desk work are common
- Physical ability to lift and handle IT hardware weighing up to 40 lbs
- Occasional travel is required