

Glenbow

Job Title: Manager, Information Systems

Job Family: Manager Exempt

Organization Unit: Central Services

Salary Grade: Out of Scope

General Information

General Accountability:

Reporting to the Chief Financial Officer, this position is responsible for planning, implementation, management, maintenance and support of information systems, telecommunications, audio visual systems & services, and photographic services. The manager is also responsible for museum-wide information system strategic planning, budgeting, system analysis, system design, system implementation, security, and business continuity strategy.

Specific Accountability:

1. Information Systems/Network

- Responsible for all aspects of IT operations and support.
- Provide tactical and strategic direction for technology services
- Determine required systems/software acquisitions and upgrades based on long term needs of organization, plan for, acquire and install.
- Maintain the information systems infrastructure including scheduling routine and preventative maintenance and insure critical response to system problems.
- Acquire and maintain relationship with contracted information systems services.
- Determine specifications, issue tenders, purchase and install computer hardware and software.

2. User Support

- Determine, analyze and resolve user problems with hardware and software.
- Evaluate requests, prioritize and determine acquisition of new or enhanced hardware and software.
- Maintain a current knowledge of information system trends and practice.
- Maintain comprehensive knowledge of software market.
- Maintain a fluent knowledge of current software and operating systems.

3. Audio Visual Services

- Develop, implement and evaluate corporate Audio Visual Technology strategies.
- Short & long term planning to meet A/V needs.
- Determine required equipment and systems based on the needs of the organization, plan for, acquire and install.

- Maintain the A/V and Event Technology infrastructure including scheduling routine and preventative.
- Acquire and maintain relationship with contracted service providers
- Determine specifications, issue tenders, purchase and install A/V and Event Technology equipment/systems.
- Oversee and assist A/V production with A/V technician

4. Photographic Services

- Develop, implement and evaluate corporate Image Management Systems and Technology strategies.
- Provides overall direction and oversight for photography requirements.
- Manage and Maintain image management system.
- Approves supplies and equipment purchases

5. Administration

- Develop and manage budgets for current and future A/V and I.T. systems and photography, including hardware and software requirements.
- Provide advice and counsel to all groups regarding the selection of technology solutions.
- Research applicability of new systems and software.
- Liaise with HR in budgeting developing and implementing organization wide information system training programs.
- Educate senior management on both short and long term information system benefits and requirements.
- Select and manage contract services.
- Manage information systems, Photographic and A/V services, including staffing, budgets, scheduling work, and reporting.
- Supervises staff comprising Computer Support/Collections Specialist, Computer Support/Desktop Administrator and A/V Operator , Ticketing systems Administrator, Photographer

Qualifications:

- Degree in Computer Sciences or Equivalent;
- Specialized Technical Training in Microsoft Network Systems (MCSA or MCSE)
- Minimum of five years' experience in information systems management.
- Practical knowledge of audio visual systems
- Strong computer hardware, operating system, and development skills.
- Ability to develop and manage schedules and budgets
- Ability to coordinate third party vendors and contracts.
- Excellent communication and relationship building skills.

Background:

The typical minimum level of education to perform this job competently is equivalent to completion of a university (bachelor) program in a specialized field of study and work. The work requires a sound understanding of the underlying theoretical principles and concepts associated with the subject area and an understanding of the relation of these to the responsibilities of the job. This specialized training is often recognized by a degree and/or professional designation.

Directly/indirectly related work experience representing continuous learning and required for someone to perform this job competently is six to seven years.

Ongoing work assignments typically have only generally defined goals and provide no (or minimal) direction with respect to what action steps to follow. The abstract nature of the work is such that the incumbent's education, training, and previous experience cannot assure either the goal or the approach can be clearly understood because the tangible product or service resulting from the work often does not exist when a project is initiated.

Please forward applications to: careers@glenbow.org

Posting Closing Date: Friday, October 10th, 2014