



**Canadian Mental
Health Association**
Lambton Kent
Mental health for all

**Association canadienne
pour la santé mentale**
Filiale de Lambton Kent
La santé mentale pour tous

**IT Supervisor
1FTE**

At Canadian Mental Health Association Lambton Kent a diverse, inclusive, and equitable workplace is one where all employees, volunteers, students and clients, whatever their gender, race, ethnicity, creed (religion), national origin, age, sexual orientation or identity, education or disability or any protected ground under the Human Rights Code, feel valued and respected. We are committed to a non-discriminatory and unbiased approach to inclusion including practice, environment and communication channels. We respect and value diverse life experiences and cultures and work to ensure that all voices are valued and heard.

JOB SUMMARY

Reporting to the Director of Finance and Corporate Services, this position provides a wide range of support and planning activities related to Information Technology. The Information Systems Supervisor will be responsible for the overall management of information technology, of the organization. This position will supervise the IT support staff roles as-well-as play an active role in monitoring, maintaining, ever greening and planning all aspects of the computer network, applications, updates, connectivity and equipment, including telecommunications. The position will provide advice and expertise to the Executive and Management team.

Provides overall management of and direction for Information Services requirements of the organization

- Manages the information technology and systems for the CMHALK
- Manages direct reports including but not limited to: delegation of work, day to day supervision, coaching, modelling, providing feedback to maximize quality service to the agency, identifying training requirements, conducting performance appraisals, etc
- Update policies and processes:
 - Technical and physical safeguards in accordance with PHIPA including laptops and software applications reimbursement options
 - VPN mail exchange, and Wi-Fi access
 - Intranet use and guidelines
- Asset refurbishing, replacement, and proper disposal.
- Draft a strategic IT/IS plan; 1-3 years, based on IT/IS needs and priorities. Include an annual Capital plan for IT equipment replacement, upgrades, and growth; licensing renewal; maintenance; and software applications based on the organizations funding.
- Maintain a contingency plan to align with Organizations corporate and client services
- Assist with all RFP or purchasing agreements for for IT equipment and telecommunications

Overall responsibility for Agency Information Technology and Network Administration either directly or through reporting staff.

- Develops and oversees the initial orientation and computer training for new staff and students or for staff when implementing new software;



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- Acts as a resource regarding questions about the Intranet and social media applications as become relevant;
- Ensures that the telephone, mobile communications and voice mail systems are adequate and well maintained;
- Maintains VOIP, Active Directory, Firewall, Cyber Security protection, and E-mail identity for all staff;

QUALIFICATIONS

- Post secondary education in Information Technology is required
- Minimum of 4-6 years of related experience.
- Demonstrated experience in supervising staff
- Demonstrated experience developing and implementing IS/IT plans

Hours of Work: 35 hours/week. Flexible hours are required to meet the position requirements.

Salary: Commensurate with experience and education and inclusive of HOOPP.

Only applicants being considered for an interview will be contacted.

Please quote: Job posting 05-2024

If you require an accommodation, we will work with you to meet your needs. This information is available in an alternative format upon request, to accommodate individuals with a disability. While we thank all applicants for their interest, only those selected for an interview will be contacted. If contacted for an interview, please inform us should accommodation be required.