McMaster University

Job Description
(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	**JD00367**	Pay Grade:	**9**
JD Title:	**Systems Manager**	JD FTE Hours:	**35**
Job Family:	**IT**		

General Description

Responsible for the overall administration, maintenance, and management of the department's multi-platform workstations and online presence, and for the efficient use of technology resources, improvement of information technology procedures and processes, and the planning and implementation of new information technology projects.

Representative Duties & Responsibilities

- Develop technical solutions that fulfill the department's information technology requirements including, but not limited to, systems integration projects, systems security implementations, and systems support.
- Plan, organize, oversee, and evaluate the departmental operations of information systems and electronic data processing.
- Write and develop strategic business plans on an annual basis outlining the role and need for information technology resources in the department and its effect on revenue and productivity.
- Develop and implement policies and procedures for the department's computer systems.
- Manage network access for workstations and servers.
- Complete Payment Card Industry documentation ensuring all systems are Payment Card Industry compliant by completing annual internal audits.
- Liaise with other departments to minimize network interruptions and possible downtimes.
- Collaborate with other departments to arrange file transfers, manage firewall, and update web domain name server information.
- Manage multiple servers using various platforms.
- Coordinate the secure system access of users to various department systems and platforms.
- Manage multiple access templates for the inventory management system ensuring employees have access in accordance with their job function.
- Maintain the security of department servers and other related hardware.
- Configure and maintain the local office network and all its components.
- Set up and troubleshoot any terminal access issues requiring a thorough understanding of terminal services software.
- Write queries and develop statistical reports extracted from databases using multiple platforms.
- Research and recommend the strategic direction plan for information technology systems within the department ensuring plans are in line with best business practices.
- Manage the life cycle replacement of hardware and software.
- Manage the implementation of all information technology projects within the department ensuring minimal disruptions to service during installation.
- Coordinate and work with external providers and vendors to implement and maintain systems.
- Troubleshoot system downtimes as they occur to minimize loss of revenue to the department.
- Develop the technology and software budget for review and approval.
- Implement and maintain the technology and software budget. Create financial projections and make adjustments to the budget throughout the fiscal year.
- Prepares estimates of time and resources required for new system implementation and upgrades.
- Research, evaluate, select, and procure computer software, hardware, and peripherals for store use.
- Negotiate, review, and recommend system vendor contracts.
- Administer maintenance contracts for hardware systems.

Representative Duties & Responsibilities

- Administer and manage the online credit card interface for the e-commerce site.
- Purchase, administer, and renew department domain names as required.
- Liaise with and provide support to other staff to ensure a user-friendly and customer focused online shopping environment.
- Perform migration of interface files and update web servers as required.
- Provide technical consultation and training to all department staff in relation to the departmental information technology systems.
- Coordinate training sessions for department staff with software providers as required.
- Train others on new processes and procedures.
- Design, develop and implement databases that contain student and vendor data for departmental use.
- Manage database operations including data backup, disaster recovery, and performance monitoring.
- Set up temporary stores on the network as required.
- Set up and dismantle cash registers as required.
- Work collaboratively with other technical units within the University and provide backup information technology coverage when other units are short staffed.
- Serve on various University committees pertaining to information systems and technology.
- Correspond with industry partners and other relevant post-secondary departments in order to remain current with industry trends, share relevant technical information, and ensure the use of industry wide best practices.
- Ensure adherence to established University policies and standards.
- Create and maintain detailed data flow charts.
- Design and develop detailed network diagrams and complex database stored procedures used to automate database operations.
- Create and maintain database scripts for data extraction.
- Understand complex security related algorithms and encryption techniques in order to ensure system security.
- Consult manuals and technical documents detailing procedures to troubleshoot problems.
- Provide technical support to users within the department regarding hardware and software issues.
- Understand the process flow of various systems utilized by the department in order to resolve issues and suggest process flow changes.
- Assign work tasks to staff and ensure they are shown the proper methods and procedures.
- Prepare merchandise for inventory and perform inventory tasks as required.
- Perform customer service tasks including but not limited to product returns, defective product exchanges, rainchecks, bookclubs and buybacks.
- Ensure the proper opening and closing of the store on a rotational basis following established departmental policies and procedures.
- Remain current with frequent changes to information technology.
- Perform cashiering duties as required.

Supervision

- Provides lead hand supervision and is responsible for the quality and quantity of work of others.

Qualifications

- 3 year Community College diploma in Computer Science, or related field.
- Requires 4 years of relevant experience.

Effort

Physical Effort:
- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to produce a variety of documents and maintain website.

- A typical work day occasionally requires moderate physical effort for activities such as:
  - Standing when working on cash registers in the store.

- Elements of high physical effort are not a regular feature of this job.

Mental Effort:
- A typical work day occasionally requires routine mental effort for activities such as:
  - Processing routine information such as policies and procedures for various departmental systems.

- A typical work day consists of up to 2 hours of moderate mental effort for activities such as:
  - Advising and training end-users on system functions and capabilities.
  - Configuring and maintaining the local office network and all its components.
  - Researching, evaluating, selecting, and procuring computer software, hardware, and peripherals for store use.

- A typical work day consists of greater than 3.5 hours of high mental effort for activities such as:
  - Developing technical solutions that fulfill the department's information technology requirements including, but not limited to, systems integration projects, systems security implementations, and systems support.

Working Conditions

Physical Environment:
- Occasionally required to work in uncomfortable or confined work spaces when working on systems located under counters.
- Occasionally exposed to loud or irritating noises from servers in a designated computer room.

Psychological Environment:
- Frequently handles competing requests and simultaneous deadlines.

Health & Safety:
- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	**JD00367**	Pay Grade:	**9**
JD Title:	**Systems Manager**	Total Points:	**565**
Job Family:	**IT**		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	**4.5**	94
	2. Breadth of Knowledge	**2.0**	13
	3. Adaptation to Change/Updating of Learning	**2.5**	17
	4. Interpersonal Skill	**3.5**	46
	5. Education and Experience	**D8**	72
	6. Dexterity and Coordination	**2.0**	12
Effort	7. Physical Effort	**1.0**	3
	8. Mental Effort	**5.0**	100
Responsibility	9. Planning and Coordination	**3.5**	55
	10. Responsibility for Others	**3.0**	55
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	**3.5**	80
Working Conditions	12. Physical Environment	**1.0**	3
	13. Psychological Environment	**2.0**	10
	14. Health and Safety	**1.0**	5

JD Effective Date: April 19, 2011
HRIS Job #: 4691

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