



Kahnawake Shakotiiia'takehnhas Community Services

EMPLOYMENT OPPORTUNITY

Manager of Information Services

KSCS is seeking a skilled & experienced individual to oversee the daily operations of the information services department and dynamic IT team.

Under the supervision of the Director of Internal Operations, the Manager of Information Systems oversees the planning, implementation, and maintenance of KSCS's information systems. This role provides strategic and operational leadership for the Information Services department, ensuring alignment with organizational goals and the strategic plan. Responsibilities include managing departmental initiatives, budgets, policies, and staff, while driving technological solutions that support service delivery excellence. The ideal candidate brings strong IT leadership, project management expertise, and a proven track record in managing infrastructure and digital transformation, along with excellent communication skills and a focus on continuous improvement.

Required Education & Experience:

- Bachelor Degree in Business Administration/Management, or Information Technology, with one (1) to three (3) years of experience in management and supervision in related field.
- College Diploma (DEC) in Business Administration/Management or Information Technology plus a minimum of three (3) to five (5) years of management/supervisory experience in a related field.
- Minimum High school diploma with formal training in Information Technology plus five (5) to ten (10) years management/supervisory experience in a related field.

Status: Indefinite full-time position, with a 9-month probationary period

Salary: Starting at \$47.73/hour.

Schedule: 35 hrs/week; must be willing to work flexible hours as necessary

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources at humanresources@kscskahnawake.ca. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at www.kscs.ca. Call 450-632-6880 for more info.

Deadline to apply is: Friday, May 2, 2025, at 4:00 pm

GENERAL INFORMATION	
Code:	MG3-08
Job Title:	Manager of Information Services
Department:	Internal Operations
Date of Job Description	May 2019
Date of Revision:	April 2025
Job Reports To:	Director of Internal Operations

JOB DESCRIPTION SUMMARY
<p>Under the supervision of the Director of Internal Operations, the Manager of Information Services is a member of the KSCS management team who is responsible for maintaining an effective flow of information within KSCS and externally between community/clients and KSCS.</p> <p>Ensures or oversees the development, implementation, updating and maintenance of all KSCS information and data systems for the organization in alignment with KSCS Strategic Plan. Manages and implements technological strategies and solutions to meet KSCS strategic and operational goals. Ensures KSCS' informational services needs are met, spanning hardware, software, personal, and community aspects. Optimizes organizational processes that enhance communication and managing flows of information. Ensures systems are designed to collect, process, store, and distribute information. Will ensure relevant tools and resources are available to continuously gather and analyze data from our clients.</p> <p>Responsible for the day-to-day direction and management of Information Services. Reviews and approves recommendations, providing relevant information to executive management team. Monitors department adherence to approved budget. Designs and develops organizational policies, procedures and standards relevant to the department. Selects, develops and evaluates personnel to ensure the efficient operation of the function.</p> <p>With minimal direction, with respect to business objectives and company philosophy provides strong management to assigned staff using advanced technical skills with tactical leadership skills. Contributes to the solution of complex technical problems, with senior level skill. Has full autonomy to deliver to agreed accountabilities and contributes to the solution of complex technical problems with senior level skill. Decisions may affect the effectiveness of the organization, its products and services and its people.</p>

CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
<p>Ensures the overall strategic management, and key technical oversight of the information services activities.</p>	<ul style="list-style-type: none"> ➤ Serves as a liaison between the Information Services and other departments to ensure technology solutions align with organizational needs. ➤ Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic and operational plans for implementing information technologies. ➤ Understanding and optimizing the workflows within frontline, operational and administrative functions and ensuring a link or bridge supporting informational & technology requirements. ➤ Aligning information services with organizational objectives and/or operational priorities. ➤ Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements. ➤ Maintains quality service by establishing and enforcing information services standards. ➤ Contributes to a collaborative departmental effort by accomplishing related results as needed. ➤ Consult with management and users to evaluate, audit or assess needs and recommend improvements or upgrades. ➤ Ensures effective two-way dialogue between KSCS and the community.

<p>Ensures the security of information and data management systems, and provides risk management.</p>	<ul style="list-style-type: none"> ➤ Ensuring secure practices of acquiring, analyzing, and protecting digital and traditional information. ➤ Ensures information technologies and services are secure, and that effective data security and controls are in place. ➤ Coordinating, and enforcing systems, policies, and procedures. ➤ Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures. ➤ Conducts regular risk assessments and audits to ensure compliance with industry standards and regulations. ➤ Manages threat response and recovery plans to mitigate business disruptions in case of cyber incidents. ➤ Ensures that IT staff are trained on current cybersecurity best practices and emerging security threats.
<p>Ensures records, reporting and Evaluation of IT systems.</p>	<ul style="list-style-type: none"> ➤ Regularly evaluates current and future needs both hardware and software. ➤ Assesses the networking needs of KSCS operations. ➤ Directs technological research. ➤ Ensures effective inventory systems are in place for all computer hardware and software. ➤ Direct the integration of AI solutions and automation tools into organization workflows to improve business operations and efficiency. ➤ Work closely with relevant departments to implement AI-driven projects and ensure they align with business objectives. ➤ Stays up to date on emerging technologies and evaluate how they can be leveraged to enhance organizational productivity and innovation.
<p>Manages Information Services.</p>	<ul style="list-style-type: none"> ➤ Provides leadership and direction and carries out Supervisory responsibilities in accordance with the organization's policies and applicable procedures by the following (recruitment of staff, performance management, addressing complaints, resolving problems, training and development of employees, team building, directing specific work, recommends for termination of an employee, when necessary). ➤ Provides direction and guidance to the team in relation to KSCS Strategic Plan and Community Health Plan. ➤ Provides ongoing guidance and career development for direct reports, ensuring alignment with organizational goals and best practices. ➤ Manages day-to-day operations of the IT department, ensuring smooth deliver of IT services across all teams. ➤ Evaluates service deliveries regularly and reports the results to applicable Supervisor. ➤ Creates, manages, and assesses KPI (Key Priority Indicators) for team performance, fostering a culture of continuous improvement. ➤ Supervises personnel within the team as per his/her work plans. ➤ Coordinates, assigns work and provides supervision and direction to the team members. ➤ Establishes regular team meetings.
<p>Provides Project Management.</p>	<ul style="list-style-type: none"> ➤ Provides project management services for identified KSCS projects. ➤ Develops project concept in collaboration with management. ➤ Identifies project funding. ➤ Develops project schedule and budget. ➤ Engages and liaises with necessary contractors and technicians. ➤ Manages hiring of contractors. ➤ Oversees subcontracts and payment authorizations based on completion of work. ➤ Oversees the execution of Information Services projects, including system upgrades, migrations, and new technology rollouts. ➤ Acts as the primary points of contact for third-party developers and IT support vendors, managing relationships, contracts, and Service Level Agreements.

	<ul style="list-style-type: none"> ➤ Ensures projects are delivered on time, within scope, and on budget, while meeting the highest standards of quality. ➤ Utilizes project management tools and methodologies to track progress, mitigate risks, and communicate with stakeholders.
Participates and supports the KSCS Management Team.	<ul style="list-style-type: none"> ➤ Provide guidance and expert advice to management and other groups on technical, systems or process-related topics. ➤ Collaborates closely with senior leadership to align Information Services initiatives with strategic goals and objectives. ➤ Participates in planning sessions of KSCS Management and liaises the necessary information to the delegated teams. ➤ Attends and hosts all staff meetings, when required. ➤ Ensures the Management team is well briefed on any opportunities, developments or changes in committees/working groups. ➤ Participates in KSCS Management meetings and planning, carries out any delegated follow up. ➤ Provides leadership, manages performance and supervises members of the teams under their responsibility. ➤ Provides assistance in developing proposals for funding. ➤ Establishes appropriate networks and resources to support the work of the management team.
Establishes appropriate accountability methods.	<ul style="list-style-type: none"> ➤ Monitoring and controlling resources within Information Services. ➤ Ensures records are kept on: work schedules, meetings, travel, projects and services. ➤ Ensures that services operate within the defined budgets in collaboration with the Executive management. ➤ Ensures Information System Services reports are completed and submitted as required by funding sources as well as those required to maintain good internal public relations. ➤ Approves and ensures time sheets and expense claims are handed in for processing monthly. ➤ Ensures policies and procedures are adhered to. ➤ Delegated signing authority up to \$5,000.00.
Networks with external resources to ensure services remain current.	<ul style="list-style-type: none"> ➤ The Manager will ensure a collaborative effort is maintained with networks, to explore joint initiatives, consolidate and integrate services, and share resources where applicable. ➤ Participates in local, regional and national working groups/committees as determined by Executive Management. ➤ Attends conferences and symposiums. ➤ Establishes and maintains links with external resources and specialists. ➤ Drives communication and collaboration between Information Services and external contractors, ensuring alignment on timelines, deliverables, and quality expectations.
Performs any other job-related duties as may be required by the immediate Supervisor.	

COMMUNICATIONS	
Team Work:	➤ Frequently requires a level of collaboration and cooperation to get work or projects complete.
Advising:	➤ Frequently provides information that must be understood and explained.
Training:	➤ Commonly required to train or give information to stakeholders or clients.
Leadership:	➤ Frequently required in relation to internal & external partners.
Negotiations:	➤ Occasionally needs to negotiate internal or external agreements.
ENVIRONMENTAL FACTORS	
Environment:	➤ Regular work week, moderate flex required. .

Stress Factor:	➤ Moderate stress with some periods of high stress.
Deadlines:	➤ Some tight deadlines (unplanned).

ACCOUNTABILITY	
	<ul style="list-style-type: none"> ➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives. ➤ To provide efficient and on time service and support to the staff and management of KSCS. ➤ To control and maintain the operations of the Information Systems service with accuracy. ➤ To develop, implement, update and maintain of all KSCS Information Systems for the organization. ➤ To ensure the comprehensive, effective and efficient support to the servers and networks. ➤ To prepare accurate and user-friendly documentation related to server set-up, hardware, software and configuration. ➤ To maintain confidentiality practices.

QUALIFICATIONS	
Education and Experience	<ul style="list-style-type: none"> ➤ University Bachelor Degree in Business Administration/Management, or Information Technology, plus a minimum of one (1) to three (3) years of management/supervisory experience in related field. ➤ College Diploma (DEC) in Business Administration/Management or Information Technology plus a minimum of three (3) to five (5) years of management/supervisory experience in a related field. ➤ High school diploma with formal training in Information Technology plus five (5) to ten (10) years management/supervisory experience in a related field.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Demonstrated an ability to communicate at a leadership level with clarity and impact, in a wide variety of settings as a representative of KSCS. ➤ Ability to interpret the meaning of technical information, translate and explain so other can easily understand. ➤ Demonstrates the ability to work cooperatively within a team, and with individuals to achieve optimal results. ➤ Ability to demonstrate a high level of focus on client service and setting priorities based on needs. ➤ Understanding and experience with managing data, information, network and telecommunication systems ➤ Ability to establish long-range objectives and specifying the strategies and actions to achieve them. ➤ Demonstrates an ability to intervene effectively in conflict situations, focusing on common objectives and maintaining productive relationships. ➤ Demonstrates an ability to adapt and thrive in an atmosphere of changing priorities and circumstances. ➤ Demonstrates a consistent focus on achieving results despite challenges or obstacles, demonstrating a concern for attaining standards of excellence. ➤ Ability to plan and set goals and prioritize to meet timelines; and adjust as goals and objectives change. ➤ Experience in program development and planning; organizational skills. ➤ Demonstrates ability & motivation in gathering, integrating and analyzing data to problem-solve and find best solutions ➤ Ability to multitask and work under pressure. ➤ A valid driver's license and access to a vehicle is a requirement. ➤ Willingness to work some overtime on evenings and weekends. ➤ Willingness to work flexible hours to participate in KSCS activities.

Assets	<ul style="list-style-type: none"> ➤ Good knowledge of the community and the issues, concerns and socio-economic problems facing the community. ➤ Good knowledge of the Kahnawà:ke community and culture; must be sensitive and open to traditional native concepts and be prepared to adapt services to reflect cultural differences. ➤ Mature and responsible individual. ➤ Knowledge of Kanien'keha language.
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