
 <b>Algoma Family Services</b> SERVICES AUX FAMILLES D'ALGOMA	<b>Job Description #</b>	<b>4022</b>
	<b>JD</b>	
	<b>INFORMATION TECHNOLOGY ADMINISTRATOR</b>	
	<b>Date Issued:</b>	<b>December 17, 2025</b>
	<b>Date Revised:</b>	
<b><u>JOB DESCRIPTION</u></b>  <b>Information Technology Administrator</b>		<b>Job Description Approval</b>  <b>Chief Executive Officer</b>

**POSITION TITLE:** INFORMATION TECHNOLOGY ADMINISTRATOR

**REPORTING TO:** Director of Finance and Administration

**WORKPLACE:** 205 McNabb St., Sault Ste. Marie, ON

**WORKTYPE:** In-person (Out of Scope)

**JOB SUMMARY:**

Reporting to the Director of Finance and Administration, the Information Technology Administrator is responsible for the leadership, oversight, and operational management of the organization's information technology function. This role provides direct supervision to the IT Administrator and Helpdesk Team, ensuring the reliability, integrity, and security of all technology systems, with particular emphasis on the organization's client information management system (EMHware).

The Administrator leads cybersecurity initiatives, ensures compliance with privacy legislation (PHIPA), and drives continuous improvement in technology services that support the agency's mission. Working in collaboration with the Information and Privacy Coordinator, the Administrator ensures technical controls and systems support organizational privacy obligations. The Administrator maintains accountability for data integrity across all organizational systems and works closely with the Manager, Business Analytics and Continuous Improvement to ensure reliable data for reporting and business intelligence purposes.

The Administrator will champion the adoption of emerging technologies, including artificial intelligence, to streamline organizational processes and enhance service delivery. This position serves as the primary point of contact for technology-related operational planning, vendor relationships, and external stakeholder engagement including funders, provincial colleagues, and peer organizations. Through a combination of technical expertise and leadership capability, the Administrator will advance the agency's technology capacity while fostering a culture of innovation and continuous learning.

## **QUALIFICATIONS:**

- Industry certifications are highly valued: ITIL, CompTIA Security+, Microsoft Certified: Azure Administrator, Cisco CCNA, or equivalent.
- Demonstrated experience in network infrastructure, server administration, virtualization, and cloud technologies (Microsoft 365, Azure, VMware).
- Hands-on experience with client information management systems; EMHware experience preferred.
- Strong knowledge of cybersecurity principles, including system hardening, patch management, incident response, and data backup/recovery.
- Familiarity with privacy legislation (PHIPA) and compliance requirements in a healthcare or social services environment.
- Experience administering Microsoft 365 environments including Exchange Online, Entra ID (Azure AD), SharePoint, and Intune.
- Knowledge of artificial intelligence (AI) technologies and their practical application to organizational efficiency and service delivery.
- Demonstrated ability to manage vendor relationships, negotiate contracts, and oversee IT budgets.
- Excellent communication skills with the ability to translate technical concepts for non-technical stakeholders.
- Strong leadership, organizational, and problem-solving skills with a solution-focused approach.
- Experience working in a not-for-profit, multi-service agency is an asset.
- Availability for flexible hours, including on-call support for emergencies.
- Clear Criminal Records Check, including Broader Sector Check.
- Valid driver's license and access to a reliable vehicle.
- Fully immunized.

## **MINIMUM EDUCATION / REGISTRATION:**

- University degree in Computer Science, Information Technology, or a related field.

## **MINIMUM EXPERIENCE:**

- Minimum three (3) years of experience in information technology, including at least two (2) years in a supervisory or team lead capacity

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## **Duties and Responsibilities:**

### **IT Leadership & Operations**

- Maintain the confidentiality and privacy of client, staff, and organizational information at all times as per agency policies and procedures, and related legislation.
- Provide day-to-day leadership and supervision of the IT function, including direct supervision of the IT Administrator and Helpdesk Team.
- Develop and maintain the organization's technology roadmap aligned with strategic priorities established by leadership.
- Advise the Director of Finance and Administration and Leadership Team on technology trends, emerging solutions, and opportunities for innovation.
- Manage IT budget within approved allocations and provide recommendations for technology investments.
- Champion the adoption of emerging technologies, including artificial intelligence, to streamline work and enhance services.
- Establish and maintain IT service level expectations to ensure timely and effective support for organizational needs.

### **Systems & Infrastructure**

- Oversee the administration, monitoring, and maintenance of network infrastructure, servers, and related hardware/software.
- Ensure the integrity, security, and optimal performance of the client information management system (EMHware), including strategic direction for system utilization and enhancement.
- Provide technical support for organizational business systems, including financial and payroll system infrastructure, while ensuring appropriate separation from financial transaction processing.
- Manage user access controls, permissions, and identity management in accordance with security protocols and privacy requirements.
- Lead infrastructure planning and major technology projects, coordinating resources and timelines with stakeholders.
- Ensure business continuity through robust backup, disaster recovery, and system redundancy measures.
- Serve as an escalation point for complex technical issues beyond the scope of front-line support.

### **IT Operations Management**

- Oversee IT asset lifecycle management including procurement, inventory tracking, and secure disposal of hardware and software.
- Manage software licensing compliance and renewals across the organization.
- Establish and maintain IT onboarding and offboarding processes to ensure appropriate access provisioning and revocation.

- Implement change management practices to ensure system stability during updates, upgrades, and new deployments.
- Conduct capacity planning to anticipate infrastructure growth and resource requirements.
- Monitor and optimize cloud service utilization and costs.
- Administer the mobile device management program to secure organizational endpoints.
- Maintain IT documentation standards and knowledge management practices to support operational continuity.

### **Security & Compliance**

- Lead the organization's cybersecurity program, including risk assessment and security awareness initiatives.
- Implement and monitor security measures to protect organizational data and systems from threats and vulnerabilities.
- Respond to and manage security incidents, breaches, and vulnerabilities, including documentation and remediation.
- Report any discovered privacy or security breaches to the Information and Privacy Coordinator and support incident response activities.
- Implement technical controls to support compliance with PHIPA and other applicable privacy legislation, working in collaboration with the Information and Privacy Coordinator.
- Collaborate with the Information and Privacy Coordinator on privacy impact assessments for new systems and technologies.
- Conduct security assessments of third-party vendors and service providers.
- Maintain documentation of system configurations, security procedures, and compliance activities.

### **Data Integrity**

- Maintain accountability for data integrity across all organizational information systems.
- Work closely with the Manager, Business Analytics and Continuous Improvement to ensure reliable data for reporting and business intelligence purposes.
- Ensure database systems are properly maintained, optimized, and backed up to support data reliability.

### **External Relationships**

- Manage relationships with external vendors, service providers, and consultants for IT-related services and support.
- Collaborate with funders to ensure data connectivity and reporting requirements are met.

- Engage with provincial colleagues, including the EMHware user group and child and youth mental health data community of practices, to share knowledge and advance data initiatives.
- Represent the agency in technology-related discussions with peer organizations and community partners.

## **Collaboration & Support**

- Work closely with the Manager, Business Analytics and Continuous Improvement to ensure the integrity and reliability of data and reports.
- Collaborate with other departments to assess technology needs and implement solutions that advance organizational goals.
- Provide guidance and mentorship to the IT Administrator and Helpdesk Team, supporting their professional development and growth.
- Oversee staff training on IT systems, software, and security best practices.

## **Agency Engagement**

- Actively participate in agency events to support organizational culture and community engagement.
- Serve on agency committees as appropriate, contributing expertise and collaborating with colleagues to advance agency priorities.
- Support Algoma Family Services' vision, mission, values, and strategic priorities.

## **Administration**

- Manage IT-related expenditures within approved budget allocations.
- Attend Leadership Team and All Staff meetings as required.
- Complete timesheet entries and administrative requirements as specified.
- Comply with agency policies and procedures.
- Perform performance evaluation of direct report

## **Health & Safety**

- Contribute to a culture of safety and prevention of adverse health events for all in the organization.
- Adhere to health and safety policies and procedures.
- Ensure the security of facilities and safety of staff, volunteers, and guests by adhering to the standards as defined in agency policies and procedures.

## **Performance**

- Achieve defined organizational performance benchmarks for the position that reflect agency and provincial expectations.
- Participate in supervision at least once a month.
- Take initiative in developing a personal professional development plan.

**Other**

Assume other responsibilities as may be assigned from time to time by the Supervisor.

**WORKING CONDITIONS****Physical Effort:**

Physical activity is limited but may include moving IT equipment, reaching, bending, and kneeling. Must be able to lift and carry items weighing up to 50 pounds. Some time spent in a comfortable sitting position with the opportunity to move about. Out-of-office travel to agency locations as required.

**Physical Environment:**

Located in a comfortable indoor area; however, travel within the District may place the incumbent in varying physical environments. May require work in server rooms or equipment areas.

**Sensory Attention:**

A high level of concentration, attention, and sensitivity to verbal interactions and written communication. Requires focused attention when troubleshooting complex technical issues or responding to security incidents.

**Working Environment:**

Ability to balance competing demands for resources and priorities. Occasionally, there may be demand on personal time for after-hours support, system maintenance, or emergency response. On-call availability is required for critical system emergencies. There is pressure for results with attention to deadlines and service level expectations.

**Exposure to Hazardous Materials:**

Potential exposure to electronic waste and cleaning chemicals. Follow safety protocols and use personal protective equipment (PPE) when handling hazardous materials. Ensure compliance with safety regulations and guidelines to minimize risk.

**EMPHASIS**

This position is ideal for a technology leader who combines strong technical expertise with operational excellence and a passion for leveraging technology to advance organizational mission. The successful candidate will be driven to champion innovation, including AI and emerging technologies, while maintaining robust security and

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compliance. They will thrive in collaborative environments, working with leadership, staff, and external stakeholders to ensure technology serves as an enabler of effective service delivery. A commitment to continuous improvement, professional growth, and the agency's mission, vision, and values is essential.

### **Acknowledgement**

I have read and understood the responsibilities and requirements of the Information Technology Administrator position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_