Operating Policy – Information Technology Department

# Purpose

## To support the needs of the McMaster Students Union’s (MSU’s) information technology (IT) needs through the IT Department.

# Operating Parameters

## The IT Department shall:

### Provide support for all IT issues within the MSU, including, but not limited to, technological:

#### Research;

#### Acquisition;

#### Maintenance; and

#### Disposal.

### Consult with various MSU Departments to process all requests made through the IT Advisory Committee to address the MSU’s IT needs.

# Personnel

## The IT Department personnel shall consist of:

### The Director of IT, who shall:

#### Oversee the IT Department;

#### Coordinate the development and maintenance of the MSU Website, in conjunction with the Underground Creative Director & Manager;

#### Chair the MSU IT Advisory Committee;

#### Develop a three- (3) year IT Strategic Plan in conjunction with the IT Advisory Committee;

#### Work with IT consultants to ensure efficient implementation of new technologies, where appropriate;

#### Oversee the acquisition, maintenance, and disposal of all MSU-owned IT systems;

#### Manage all IT security measures used within MSU-owned IT systems;

#### Communicate changes or interruption in network availability to MSU users;

#### Acquire and maintain records of all documentation for the operation of MSU-owned IT equipment;

#### Coordinate periodic training sessions for new and current users of MSU-owned IT equipment;

#### Liaise with the University Technology Services (UTS) of McMaster University to ensure MSU compliance with relevant University policies and procedures;

#### Perform other duties outlined in the Director of IT Job Description.

### The Senior IT Technician, who shall:

#### Be a member of the IT Department;

#### Serve as a key stakeholder in the maintenance and growth of the MSU’s IT infrastructure;

#### Implement and advise on the acquisition, maintenance, and disposal of all MSU-owned IT systems;

#### Advise the Director of IT on matters relating to the acquisition, maintenance, and disposal of MSU-owned IT systems;

#### Upon request, provide direct support for all technological issues that may arise in the operation of MSU-owned IT equipment;

#### Perform other duties outlined in the Senior IT Technician Job Description.

### The Junior IT Technician, who shall:

#### Be a member of the IT Department;

#### Under the direction of the Director of IT, support the broad technological needs of the MSU;

#### Assist the IT Department with the formulation, evaluation, and implementation of IT special projects;

#### Upon request, advise the IT Department on matters relating to the acquisition, maintenance, and disposal of MSU-owned IT systems;

#### Upon request, provide direct support for all technological issues that may arise in the operation of MSU-owned IT equipment;

#### Perform other duties outlined in the Junior IT Technician Job Description.