



Operating Policy – Information Technology Department

1. Purpose

- 1.1. To support the needs of the McMaster Students Union's (MSU's) information technology (IT) needs through the IT Department.

2. Operating Parameters

2.1. The IT Department shall:

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

- 2.1.1.1. Research;
- 2.1.1.2. Acquisition;
- 2.1.1.3. Maintenance; and
- 2.1.1.4. Disposal.

- 2.1.2. Consult with various MSU Departments to process all requests made through the IT Advisory Committee to address the MSU's IT needs.

3. Personnel

3.1. The IT Department personnel shall consist of:

3.1.1. The Director of IT, who shall:

- 3.1.1.1. Oversee the IT Department;
- 3.1.1.2. Coordinate the development and maintenance of the MSU Website, in conjunction with the Underground Creative Director & Manager;
- 3.1.1.3. Chair the MSU IT Advisory Committee;
- 3.1.1.4. Develop a three- (3) year IT Strategic Plan in conjunction with the IT Advisory Committee;
- 3.1.1.5. Work with IT consultants to ensure efficient implementation of new technologies, where appropriate;
- 3.1.1.6. Oversee the acquisition, maintenance, and disposal of all MSU-owned IT systems;

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- 3.1.1.7. Manage all IT security measures used within MSU-owned IT systems;
- 3.1.1.8. Communicate changes or interruption in network availability to MSU users;
- 3.1.1.9. Acquire and maintain records of all documentation for the operation of MSU-owned IT equipment;
- 3.1.1.10. Coordinate periodic training sessions for new and current users of MSU-owned IT equipment;
- 3.1.1.11. Liaise with the University Technology Services (UTS) of McMaster University to ensure MSU compliance with relevant University policies and procedures;
- 3.1.1.12. Perform other duties outlined in the Director of IT Job Description.

3.1.2. The Senior IT Technician, who shall:

- 3.1.2.1. Be a member of the IT Department;
- 3.1.2.2. Serve as a key stakeholder in the maintenance and growth of the MSU's IT infrastructure;
- 3.1.2.3. Implement and advise on the acquisition, maintenance, and disposal of all MSU-owned IT systems;
- 3.1.2.4. Advise the Director of IT on matters relating to the acquisition, maintenance, and disposal of MSU-owned IT systems;
- 3.1.2.5. Upon request, provide direct support for all technological issues that may arise in the operation of MSU-owned IT equipment;
- 3.1.2.6. Perform other duties outlined in the Senior IT Technician Job Description.

3.1.3. The Junior IT Technician, who shall:

- 3.1.3.1. Be a member of the IT Department;
- 3.1.3.2. Under the direction of the Director of IT, support the broad technological needs of the MSU;
- 3.1.3.3. Assist the IT Department with the formulation, evaluation, and implementation of IT special projects;
- 3.1.3.4. Upon request, advise the IT Department on matters relating to the acquisition, maintenance, and disposal of MSU-owned IT systems;
- 3.1.3.5. Upon request, provide direct support for all technological issues that may arise in the operation of MSU-owned IT equipment;
- 3.1.3.6. Perform other duties outlined in the Junior IT Technician Job Description.