Final (Potentially)

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.
         2.1.1.5.   Website Development
      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~~; ~~IT Technician & Web Developer;~~ *Web Developer & Senior Technician*

         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 *and department managers* 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;
         3.1.1.7.   Manage all IT security measures used within MSU-owned IT systems *and equipment*;

         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.

Commented [PT1]: As discussed in meeting with Gang and John

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3.1.2. The ~~Senior IT~~ *~~Senior Technician & Web Developer~~*, *Web Developer & Senior 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 *and equipment*;

    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. *Act as department lead on all issues relating to Website development projects and initiatives, as well as all hosting, security and related requirements, throughout the McMaster Students Union (MSU).*

    3.1.2.6. *Work in conjunction with Underground Creative Director and Manager to develop all necessary design related elements of MSU-owned web projects and initiatives and all web based applications therein.*

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

    3.1.2.8. Perform other duties outlined in the ~~Senior IT~~ *~~Senior~~* ~~Technician~~ *~~& Web Developer~~* *Web Developer & Senior 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