



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;
- 2.1.1.4. Disposal; and
- 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 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;

Approved 21C
Revised EB 24-01

- 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.

3.1.2. The 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. 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. 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 the 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 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.