AGA KHAN MUSEUM

77 Wynford Drive   t. 416.646.4677 f. 416.646.4665
Toronto, Ontario   info@agakhanmuseum.org
M3C 1K1, Canada   www.agakhanmuseum.org

Information Technology Manager

The Aga Khan Museum connects cultures and communities through art. The Museum's mission is to foster a greater understanding and appreciation of the contributions that Muslim civilizations have made and continue to make to world heritage.

A Toronto-based Museum, the institution promotes pluralism and acts as a catalyst for change through an array of on-site and digital programs. Visitors engage with its diverse Permanent Collection and exciting roster of exhibitions, performing arts, and education programs. The Museum's bold vision – to spark cross-cultural dialogue through education, inspiration, and innovation – is changing perceptions and building bridges between cultures globally.

Purpose of Position

Reporting to the Chief Operating Officer (COO) the Information Technology (IT) Manager ensures efficient operations of the IT Department aligned with the business objectives of the organization. They plan, develop and maintain the information systems infrastructure, including being responsible for long range planning and budgeting. The IT Manager works closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. They also define and implement IT policies, procedures, and best practices. Primary areas of responsibility include: the Museum website, business systems and office productivity systems, local and wide area data networks, voice networks, operating systems, Internet and Intranet services and operations.

Key Responsibilities

- Leading the IT Department's operational and strategic planning exercise, including organizing and negotiating the allocation of resources, in consultation with the COO.
- Planning, co-ordinating, directing, and designing IT-related activities of the organization, as well as providing administrative direction and support for daily IT related operational activities for end user and technical support functions.
- Benchmarking, analyzing, reporting on, and making recommendations for the improvement and growth of the IT infrastructure and IT systems, including telecommunications systems.
- Assuring that software and firmware are at current revision levels and working with vendors to schedule upgrades and with technical staff to support the upgrades.
- Being responsible for the development, implementation and maintenance of the infrastructure, hardware, and software utilized for the Museum's website.
- Coordinating with stakeholders to ensure that the site provides content and functionality that meet the business needs of the organization.
- Overseeing the monitoring of the web traffic, performance and capacity to identify, prevent and resolve issues.
- Developing business case justifications and cost/benefit analyses for IT spending and initiatives.
- Developing, communicating and implementing all IT & Telecommunications policies and procedures.
- Managing external supplier relationships, including negotiating and administering vendor and service agreements.

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- Functioning as the inhouse expert, responsible for the implementation of IT systems in conjunction with external providers.
- Managing the deployment, monitoring, maintenance, development, upgrade, and support of all IT & Telecommunications systems, including servers, PCs, operating systems, hardware, software, and peripherals.
- Working with stakeholders to define business and systems requirements for new technology implementations.
- Keeping current with the latest technologies.
- Being responsible for asset management for IT hardware, software, and equipment.
- Managing a team of technical staff and contractors, to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- Troubleshooting hardware, software and network operating system.
- Ensuring high availability of all technology services. This includes developing procedures to maintain security and access and protect against viruses, hackers, vandals, and accidental user mistakes.
- Developing plans and procedures, and managing the infrastructure including to support business recovery when problems occur including backup and restoration procedures, vendor agreements, spare parts, data retention, and restoration planning.
- Monitoring security of all technology and data and implementing appropriate IT system security policies and procedures to ensure safety of data and IT systems.
- Mitigating all risks associated with loss of data (backups, disaster recovery etc).
- Researching and making recommendations about purchase of technology resources and services.
- Maintaining a current and accurate inventory of technology hardware, software and resources.
- Overseeing the provision of end-user services, including help desk and technical support services.
- Overseeing the installation of work stations, connection and set up of hardware, installation and updating of software.
- Overseeing the provision of network accounts, email and passwords to users as required.
- Overseeing the orientation of new users on existing technology and training staff on existing as well as potential new systems.
- Identifying and preparing hardware for disposal when appropriate and ensuring hardware is stripped and secured before disposal.
- Any other tasks assigned by the line manager.

Qualifications & Experience

- Minimum undergraduate degree in IT with 5 years of progressive experience in a similar role, preferably in a not-for-profit setting.
- Strong technical knowledge of network, Mac and PC operating systems.
- Extensive experience in handling CRM/ERP migrations.
- Appropriate education and experience in cloud systems environment, including the traditional environment.
- HTML, XHTML, CSS design, cross-browser and cross-platform compatibility, Access, SQL, javascript, MongoDB.
- W3C Web standards, WAI, ADA & Sections 508 and 504 compliance.

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- Strong technical knowledge of current network hardware, protocols, and standards; understanding of Cisco networking equipment will be an asset.
- Proven data analysis and reporting skills.
- Proven experience in IT infrastructure planning and development.
- In-depth knowledge of applicable data privacy practices and laws.
- Ability to conduct and direct research into IT issues and products as required.
- Strong business acumen with an entrepreneurial approach.
- Demonstrable organizational skills including project and resource management and problem-solving.
- Keen attention to detail.
- Excellent interpersonal, oral and written communication skills with the ability to present ideas in business-friendly and user-friendly language.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Expressed interest in the mandate of the Museum.

To Apply

Please send your cover letter and resume to **akm.hr@akdn.org** on or before **October 22, 2021.** Applicants must be **fully vaccinated**, as defined by Public Health. The Museum will comply with its human rights obligations and accommodate applicants who are legally entitled to accommodation under the *Ontario Human Rights Code*.

The Museum thanks all those who apply, however only shortlisted candidates will be contacted.

Please note that the Museum is an equal opportunity employer and is committed to fair and accessible employment practices. Upon request, suitable accommodations are available under the Accessibility for Ontarians with Disabilities Act for applicants invited to an interview.