



## SERVICES PROVIDED TO HEAD OFFICE AND ALL REGIONAL OFFICES THROUGHOUT THE PROVINCE

- Analysis and definition of NL Housing's information needs, identifying appropriate solutions in consultation with other areas of the organization
- Operation of a Help Desk for users of computer systems
- Operation, maintenance and upgrading of corporate IT software and hardware systems and communications networks
- Development and implementation of new software solutions
- Design and delivery of IT training courses for all staff
- Analysis and organization of corporate data into reports to support business objectives
- Safeguard of the information resource (data) within the custody of the Department

## HELP DESK

The Help Desk is a single point of call for users who encounter problems with any issue related to software systems, computer hardware or problems with our network. Calls are received, logged, prioritized and routed to the appropriate expert within the department.

## OPERATIONS

- Hundreds of computers, printers, scanners and other devices are kept working every day. Corporate servers run our major software systems including payroll, finance, housing administration and maintenance and loans
- Desktop computers, major hardware components (e.g. servers) and hundreds of software program and systems are maintained and upgraded or replaced on a regular basis
- A complex province-wide network spanning nine locations is operated, monitored and maintained
- Corporate data in the department's custody is protected to ensure only appropriate and approved access is permitted

## DEVELOPMENT

- Corporate software solutions are researched, procured, customized, tested and implemented
- New software applications are designed, programmed, tested and implemented for specific corporate needs
- New modules and upgraded features for existing programs are configured and tested before release to users

## CLIENT SERVICES

- One-on-one support is provided by telephone, e-mail or in person to all employees as required
- New employees are trained in corporate systems
- Training is provided for new software products
- Training is provided for upgrades to existing software products
- User groups for corporate systems meet to share ideas, test and evaluate new software versions, and discuss system usage issues and improvements



## BUSINESS INTELLIGENCE (REPORTING)

- Corporate data is analyzed and presented in reports to support business decision making
- Ad-hoc “one time” queries and reports on data are developed
- New reports are developed and tested for existing corporate systems

*“The IT Department is committed to providing the systems and services required to implement innovative solutions to Housing’s information processing needs”*

## DEPARTMENT POSITIONS

Team Leader

Clerical

Software Consultant

Section Managers

Network (LAN) Administrators

Business Systems Analysts

Programmer/Analysts

Application Support Specialists

Security Officer

Hardware Support Specialist

Computer Operator



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# INFORMATION TECHNOLOGY

NL Housing's  
Information Technology Specialists  
Supporting Regional Office Operations  
and Head Office Departments

