

School of Optometry and Vision Science

JOB TITLE:	Manager, Computer Systems and Support	DATE:	March 1, 2016
REPORTS TO:	Administrative Officer		
JOBS REPORTING:	Computer Systems Support Specialist (2)		
LOCATION:	Main Campus		
GRADE:	USG 12		
DEPARTMENT:	School of Optometry and Vision Science		

PRIMARY PURPOSE: The Manager, Computer Systems and Support, is responsible for the provision and support of all information technology and related computing systems within the School of Optometry and Vision Science (WOVS). These responsibilities include, but are not limited to, the management of computing environments and supporting infrastructure, enabling and improving outcomes for administrative, teaching, clinical and research computing within the School. The Manager is responsible for providing strategic leadership and co-ordination to meet the School's unique system information needs.

KEY ACCOUNTABILITIES:

Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of "what the job does not the "how".

1.	<p>Manage the School's Computing Support Group:</p> <ul style="list-style-type: none"> • Supervise the Computer Systems Support Specialists. Recruit and select candidates for new hires and manage the performance of existing staff. • Provide leadership, assistance and training to other IT personnel within the School community, such as research group developers and IT support staff, Library or Communications staff. • Ensure the delivery of IT support is sufficient and of a high standard. Assign tasks to other IT staff and ensure their timely completion. • Act as the liaison between WOVS and IST and the Science Faculty Computing Facility when required.
2.	<p>Provide IT Infrastructure, Services, Support and Training to the WOVS:</p> <ul style="list-style-type: none"> • Chair the School's Information Resources Committee and hold quarterly meetings. • Ensure the network environment within the School is reliable and available to all students, faculty, staff, clinicians and visitors (both on the main campus and at HSOC). • Advise and make recommendations on all IT purchases within the School such as workstations and server hardware, peripherals and software. Ensure recommended configurations are followed to meet the University's IT standards. • Ensure critical data is backed up and prepare disaster recovery plans for the School, Clinic and research systems. Maintain a high availability environment. • Administer physical and virtual application, database and file servers, and high-volume data storage devices.
3.	<p>Provide IT leadership for the School's clinical programs to ensure efficient, secure and reliable delivery of patient care and clinical teaching:</p> <ul style="list-style-type: none"> • Provide and support a secure and reliable Electronic Medical Record System for the Optometry clinics. • Ensure confidential patient information is protected and used in accordance with Provincial Policy legislation and the School's and University policies and procedures. • Provide support and leadership in the development of a complex digital imaging and other advanced medical diagnostic instruments facility • Work with the Clinic Director, Clinic Manager and Clinic Administrator to ensure that the Optometry clinics have the high quality IT resources and direction required for all students, faculty, staff and clinicians to meet their complex, ever-changing needs. • Arrange for and deliver training for any required clinical or medical software. Ensure documentation and other support resources are available, arranging for their creation if necessary.

POSITION REQUIREMENTS:

If hiring today, what would be the minimum requirements?

School of Optometry and Vision Science

Education: University degree in a field related to the management of computing technology, or equivalent post-secondary education and related experience.

Experience: 10 years of progressive experience with the field of information technology. Must have extensive direct supervisory experience, including mentoring and developing teams. Experience influencing senior level management and key stakeholders is essential. Demonstrated leadership, strategic planning, negotiation, communication, interpersonal, analytics and organizational skills are essential. Experience in a broad-based technology management in an academic environment is a strong asset.

Technical: Expert level experience in computer systems management, networking and information security. In-depth proficiency in software development and server, workstation and database administration.

MS Word	Excel	PowerPoint	Other
Expert	Expert	Expert	Various systems unique to the medical field etc.

NATURE AND SCOPE:

- **Interpersonal Skills:** Strong leadership and project management skills. Excellent verbal and written communication skills, including the ability to communicate technical concepts to a wide variety of technical and non-technical audiences. Demonstrated ability to influence, negotiate, and develop relationships at multiple levels and across a wide range of functions within the School, across the University and with external providers of goods and services.
- **Level of Responsibility:** Provides strategic direction for the development and implementation of technology for WOVS. Responsible for the planning and implementation of IT infrastructure and systems to meet current and projected needs for the School. Provide general management and leadership to Optometry IT staff, and coaching and mentorship to IT staff who work with affiliated groups such as the Centre for Contact Lens Research (CCLR), the Witer Learning Resource Center (WRLC) and the Centre for Sight Enhancement (CSE).
- **Decision-Making Authority:** Set technology standards and directions for the School in consultation with peers and key stakeholders. Prepare plans and budgets for IT purchases for the School.
- **Physical and Sensory Demands:** Minimal demands typical of a senior executive position operating within an office environment.
- **Working Environment:** The incumbent mainly works in the office and workshop environment, but spends time meeting with peers and clients throughout the School's two locations. Work is normally carried out during normal office hours, with occasional work during the evenings, weekends and holidays if emergencies or system maintenance tasks arise.