

## Job Description

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<b>Job Title:</b>	Technical Manager
<b>Department:</b>	Cheriton School of Computer Science
<b>Reports To:</b>	Director, Infrastructure
<b>Jobs Reporting:</b>	Computing Technology Specialist, Web Software Specialist, Computing Support Specialist, Technical Teaching Support Specialist, Network Specialist
<b>Salary Grade:</b>	USG 14
<b>Effective Date:</b>	June 2015

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### **Primary Purpose**

The Technical Manager are responsible for the management of people, finances, technology, and processes that provide computing support to the School, as well as actively participating in that support.

### **Key Accountabilities**

#### **Management**

- Guides and assesses the technical work of the operating group;
- Monitors and evaluates the group's workload, in order to set priorities;
- Provides guidance and support, as appropriate, to the other CSCF operating groups;
- Works as a team with the other CSCF Technical Managers to set strategic technical and operational directions, and to encourage interaction among the groups;
- Acts as a backup for other CSCF Technical Managers, and for the technical activities of supervised staff;
- Improves the work environment and establishing efficiencies;
- Seeks and arranges training and professional development opportunities for the group's staff;
- Evaluates the performance of direct reports, and participating in the evaluation of other CSCF technical staff.

#### **Client Service**

- Determines support requirements, establish priorities, set service level objectives;
- Establishes and maintains channels of communication between the CSCF operating group and its clients, potentially including faculty, staff, and students;
- Manages expectations of CSCF clients;
- Monitors the performance of the operating group with respect to established priorities and objectives;
- Fosters a collegial and cooperative relationship between CSCF and its clients.

#### **Technology and Resource Planning**

- In collaboration with the other Technical Managers, manages the financial and resource requirements of CSCF. For example, develops and maintains long term and annual budgets for CSCF, and manages spending in accordance with budgets;
- Proactively identifies challenges and issues which may affect the School's computing environments and technical support practices, and develop and implement solutions;
- Proactively identifies technical or methodological opportunities relevant to CSCF's mission.

#### **Tehcnical Operations**

- Monitors and management of services to ensure availability;

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- Maintains and evergreening of the underlying hardware, software and other resources required to operate these services;
- Manages the rollout and decommissioning of services, as necessary.

### **Communication**

- Writes, edits and reviews material related to CSCF operations and planning, for both internal (within CSCF) and external consumption;
- Makes decisions about the best way to document and communicate policies and procedures related to computing support;
- Effective oral and written communication with both CSCF staff and clients in support of CSCF activities;
- Effective oral and written communication, as appropriate, with computing support organizations and other groups within the University of Waterloo, such as Information Systems and Technology (IST) and Mathematics Faculty Computing Facility (MFCF).

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- Master's degree in Computer Science or a related discipline. Sufficient relevant experience can be deemed equivalent to the desired education.

### **Experience**

- Broad knowledge of current computer technology and practices, and deeper knowledge in technologies and practices of current or potential use to CSCF.

### **Knowledge/Skills/Abilities**

- Excellent interpersonal, analytical, and communication skills (verbal and written).
- Extensive and progressive leadership and mentoring of professionals.
- Demonstrated use of sound judgement, tact, diplomacy and problem solving skills.
- Ability to build positive relationships with individuals of varying levels of education and skill.
- A proven self-starter with the ability to identify issues, maintain confidentiality of information, recommend and implementing opportunities for improvement, and provide advice on strategic directions.
- Must be able to work independently and as part of a team in a complex and dynamic environment with changing or conflicting deadlines.
- Ability to explore possibilities, recognizing preferred approaches and solutions. Ability to judge the extent to which such approaches may be practically pursued in a given situation, as opposed to using standard approaches and solutions.
- Ability to use a disciplined approach to all aspects of problem resolution.
- Ability to use general principles to solve specific problems without detailed knowledge of the systems involved.
- Proficient with MS Word, Excel, and PowerPoint.

## **Nature and Scope**

- **Contacts:** Internally, deals with and motivates technical staff. With CSCF management, presents, obtains, and discusses information and problems, collaborates, and reaches agreement. Contacts

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include CSCF technical staff and CSCF management, including the CS Director of Infrastructure. Externally, presents, obtains, clarifies, and discusses information and problems, and collaborates and negotiates to reach agreement and resolve problems. Contacts include CS faculty, staff, and students, staff in other campus technical support groups, such as MFCF and IST, and external suppliers, such as hardware vendors.

- **Level of Responsibility:** Manages a faculty-wide function or process that is highly specialized with direct reports. (Note: CSCF is a peer organization to MFCF within the Faculty of Mathematics, with CSCF responsible for computing support for the School of Computer Science, and MFCF responsible for computing support for the remaining units in the Faculty) .
- **Decision-Making Authority:** Directly responsible for a substantial part of computing support for the School of Computer Science. Makes decisions on timelines, prioritization of work, and allocation of financial and staff resources to meet stated objectives. As part of the CSCF management team, establishes strategic directions for CSCF within the confines of the School's strategic plan.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Occasional exposure to computer hardware located in machine rooms.
- **Working Environment:** Physical risks: No significant risks. Psychological risks: Minimal exposure to disagreeable conditions typical of a supervisory position