

Job Description



Job Title:	Director, Instructional Technologies and Media Services
Department:	Information Systems and Technology
Reports To:	Chief Information Officer
Jobs Reporting:	Supervisor Learning Environment; Manager Presentation and Media Production Technologies
Salary Grade:	USG 16
Effective Date:	August 2023

Primary Purpose

The Director, Instructional Technologies & Media Services (ITMS), is responsible for planning, design, development, implementation and support of sustainable and secure instructional and media technology services to the university. The incumbent shares overall responsibility for day-to-day management of IST with the other Directors and the CIO. The Director demonstrates campus-wide leadership in the successful deployment, support and evolution of the University's instructional and media technologies and infrastructure. This includes, but is not limited to, the University's centrally supported online educational technologies that include the learning management system and other required tools used for learning purposes, presentation technologies for the classrooms and other purposes, event services for on-location and/or virtual events, collaborative web technologies, and a fully equipped production studio offering preproduction, production, and postproduction services. The Director is responsible for defining, providing, refining, improving, and modifying the services provided in response to changes in teaching and learning, next-generation technologies, and IST/university priorities. In addition to ownership of technology-related relationships across campus on behalf of IST, the Director develops and maintains key relationships and partnerships across the university to assist with alignment between Academic, Research and Academic Support instructional technologies and media services. The Director provides stewardship within the portfolio, ensuring compliance to processes, practices, policies, and legislation.

Key Accountabilities

- **Establishes the strategic and operational direction and priorities of the ITMS group**
 - Serves as an integral member of IST's Management Team and IST's Director Team
 - Participates in the development of the long-term vision and planning for the department
 - Develops the annual strategic and operational plans and priorities for the ITMS group and centrally supported educational technologies (EdTech), and is a key contributor to the creation and execution of strategic planning for both IST and IT on campus
 - Contributes towards and supports strategic teaching and learning initiatives and goals to ensure sustainable alignment and positive impact of EdTech
 - Leads the intake and successful delivery of instructional and media technology projects for IST
 - Accountable for the creation, coordination and appropriate representation of related governance bodies for management and oversight of EdTech (steering, management, and operational committees) and appropriate collaboration with other IT and university governance bodies
 - Manages the long-term evolution and reliability of the University's ITMS infrastructure

- **Within the ITMS group, ensures the effective utilization, deployment and development of human and capital resources**

- Oversees hiring and overall management of the ITMS group
- Deploys staff to meet the goals and objectives of the ITMS group most appropriately
- Gathers and submits budget requests for instructional and media technologies and services used across campus
- Reviews and approves ongoing educational and media technology expenses
- Coaches, trains and develops employees to enable their professional development
- Approves annual performance plans and conducts regular reviews with direct reports
- Ensures all ITMS staff regularly complete their safety training, where applicable, and adhere to all safety guidelines and procedures
- Ensures agile and efficient processes and workflows are in place within ITMS and with partners to ensure adequate support and skills for instructional technologies and media services

Supported by the CIO, IST Directors work collaboratively as a team to:

- Intake requests for new IT initiatives and ongoing support from the campus community
- Lead IT strategy development across the University aligned to the institution's strategic plan
- Assesses emerging technologies and implement technology solutions to drive innovation
- Conduct yearly reviews and implement tactical roadmaps to sustain the IT annual and strategic plans
- Support a collaborative and coordinated model of IT governance, including with IT representatives in the faculties, the Provost's office, senior management, and Associate Deans of Computing where applicable
- Work with peer institutions and both participate in, and identify new opportunities for IT alliances, in conjunction with Canadian and international groups and alliances

- **Ensures effective, agile implementation and lifecycle management of educational technologies**

- Plays a key leadership role for the university in EdTech pre-acquisition and acquisition processes
- Maintains a future-oriented strategic outlook for the university's EdTech, staying up-to-date on trends within the industry, teaching and learning, and higher education that may impact the university
- Provides leadership, creativity, and support towards innovative uses of technologies that support the university's pedagogical directions
- Implements and administers campus-wide online applications such as the university's learning management system and other EdTech supporting tools
- Implements and supports solutions for in person, online, and/or hybrid technologies and related services for electronic classrooms, and media services for events and a production studio
- Identifies, plans for and implements operational and strategic changes and improvements that are required for EdTech, including electronic classrooms
- Ensures appropriate budget and resources are in place for regular rollover of older and/or obsolete technologies, both in the electronic classroom and online

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<ul style="list-style-type: none">• Assesses the technologies within the EdTech ecosystem, ensuring they continue to provide benefit and meet the needs of faculty, instructors, staff, and students• Ensures EdTech integrations with core applications, including but not limited to the university's student information system, identity management system, collaborative web platforms, and LMS integration with other EdTech tools• Establishes and evolves an overall data management capability for EdTech, ensuring data is shared in a secure manner to support the goals and strategies of the university, and abides by university data policies and guidelines in regards to considerations that include but are not limited to stewardship, approvals, and retention; provides and interprets data to uncover insights and inform strategic decision making• Ensures the requisite production support of EdTech, including, when necessary, emergency support after core business hours• Provides supports for, and incorporation of, guiding principles of cybersecurity, data privacy, usability, and digital accessibility into all EdTech solutions, for both on premise and cloud hosted solutions• Seizes and leads opportunities to continuously improve EdTech services and advance the mission of ITMS and IST
<ul style="list-style-type: none">• Stakeholder Management<ul style="list-style-type: none">• Establishes and maintains strong relationships with the leadership teams and key representatives of departments and faculties• Builds relationships and strategic alliances with external technology partners• With the CIO, works collaboratively with senior leaders across campus to be responsible for centrally supported EdTech at the University, including all aspects of lifecycle and procurement management• Provides appropriate EdTech training, documentation, self-help and other supports to the University• Builds relationships and clear, transparent communication pathways, that enable communication to EdTech stakeholders and collection of regular input from EdTech stakeholders

Required Qualifications

Education <ul style="list-style-type: none">• University Degree or equivalent post-secondary education and/or experience required.
Experience <ul style="list-style-type: none">• 10-12 years of progressive experience with a proven track record of achievement and success within Information Technology• Several years of progressive experience in a people management and leadership role, including a track record of performance management with direct reports, preferably in a Higher Education environment
Knowledge/Skills/Abilities

- Proven ability to foresee services and match IT solutions that meet needs and solve business issues of the University
- Strong leadership and project management skills essential, with a demonstrated positive track record of leading a cohesive team with common goals and measurable outcomes in a complex, rapidly changing IT environment.
- Excellent verbal and written communication skills
- Ability to effectively present strategies and plans to senior administration of the University
- Ability to communicate complex technical concepts to technical and non-technical audiences
- Demonstrated ability to influence, negotiate, and develop relationships at senior levels and across a wide range of personalities and functions
- Demonstrated ability to successfully acquire senior level buy-in and effectively identify, plan for, and manage change that impacts multiple University units.
- Strong organizational and problem-solving skills combined with excellent analytical and planning abilities
- Strong business acumen with a demonstrated ability to manage multiple competing priorities at once, and to create a collaborative strategic plan to align the efforts of large and diverse teams
- Flexible and adaptable management style.
- Ability to conceptualize and address current and future challenges in a logical manner
- Excellent interpersonal skills; tact, good judgement, diplomacy and an ability to maintain confidentiality are essential.
- Results oriented with a proven collaborative approach to bring together units and stakeholders across the university.
- Proficient presentation, facilitation, negotiation, results oriented skills
- Demonstrated reasoning and decision-making ability at a senior management level
- Identifies and appropriately manages IT and EdTech risks that impact the university
- Innovator with a high energy level
- Computing skills: MS Office & Sharepoint – intermediate; Project Management – advanced; vendor management – advanced; Other – basic, intermediate, advanced as required.

Nature and Scope

- **Contacts:** External contacts include vendors and relevant government agencies, representatives of other academic institutions, external learners and/or instructors, etc. Internal contacts include staff, faculty, students, and senior management across campus, including IT leaders throughout the university. Nature of interaction varies from client/vendor to information sharing to influencing, collaboration/partnership. Expert-level relationship management required, with ability to resolve and manage sensitive issues at a senior level.
- **Level of Responsibility:** Responsible and accountable for the overall results of the ITMS group within IST.
- **Decision-Making Authority:** In consultation with the Chief Information Officer, responsible and accountable for establishing and actioning priorities for the ITMS group.
- **Physical and Sensory Demands:** Minimal demands typical of a senior executive position in an office environment
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior executive position exposed to stress and pressures typical of a senior executive position and responsibilities.

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**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.*