

## Job Description

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<b>Job Title:</b>	Manager, Information Technology
<b>Department:</b>	Library
<b>Reports To:</b>	Director, Information Technology and Facilities Services (IT&FS)
<b>Jobs Reporting:</b>	Systems Administrator, Client Support Specialists
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	June 2022

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### **Primary Purpose**

The University of Waterloo Library is the campus's partner in learning, research, and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Manager, Information Technology (IT) is accountable to the Director, IT&FS for leadership in the provision of quality Information Technology and support to Library staff as well as faculty, staff, and student users of the libraries. The incumbent has primary responsibility for providing technology support for the Library as well as select campus-wide services and services to Tri-University Group (TUG) partners (University of Guelph and Wilfrid Laurier University). The incumbent manages the day-to-day technical operations in the department and is expected to collaborate on campus-wide IT projects and assume a leadership role in key technology projects affecting the Library. The incumbent is accountable for the implementation, maintenance, and operation of the Library's server infrastructure. The incumbent is responsible for advising the Director, IT&FS on industry best practices and managing the IT department in their implementation. The Manager, IT provides oversight and guidance for the members of the IT team, working closely with team members to resolve complex IT issues and ensure continued progress on individual and team projects.

### **Key Accountabilities**

#### **IT Team Leadership**

- Provides leadership, direction and strategic planning in the execution of IT functions
- Provides guidance, creates and interprets policies and guidelines to coach and facilitate the IT Team in development of efficient and effective procedures
- Provides direction in the prioritization of the team's duties, triages service requests, assigns appropriate projects, and allocates the team's efforts to ensure tasks and projects are completed on time
- Adheres to internal and external customer service standards and performance indicators, monitors satisfaction with service delivered, and takes action to enhance service quality
- Works closely with Library managers to develop policies, manage change, set future directions, and resolve problems
- Leads collaborative development of new services required by the introduction of new systems, tools or processes, including complex and large-scale systems

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<ul style="list-style-type: none"><li>Engage and advocate with external vendors to resolve complex issues and renew or procure new IT solutions</li></ul>
<b>Server Administration</b> <ul style="list-style-type: none"><li>Design, deploy, monitor and maintain both physical and virtual Windows and Linux servers</li><li>Implement, monitor and maintain server hardware including storage and networking appliances</li><li>Improve, monitor and maintain server performance and uptime</li><li>Design, deploy and monitor server patching levels through centralized systems</li><li>Design, deploy, monitor and maintain server backups</li><li>Design, deploy, monitor and maintain business continuity (disaster recovery) infrastructure</li><li>Design, deploy, monitor and maintain infrastructure monitoring systems</li><li>Advise the Director, IT&amp;FS on industry best practices and manage the IT department in their implementation</li><li>Other server administration duties as they arise</li></ul>
<b>Manage End-User Support Services</b> <ul style="list-style-type: none"><li>Provide problem solving and expert consultation services to enable Library departments and groups to match staff needs with available and appropriate technology</li><li>Lead, train and mentor IT department in designing and deploying centralized services supporting both staff and public environments</li></ul>
<b>Team Management:</b> <ul style="list-style-type: none"><li>Hires, trains, coaches, and supervises staff</li><li>Co-develops goals and expectations with staff and helps employees create clear paths to success</li><li>Develops effective work team dynamics</li><li>Ensures there is appropriate documentation, back up, support and cross training to manage capacity</li><li>Manages performance and behavior through both formal (performance appraisal) and informal methods such as regular feedback, coaching, and one-on-one meetings</li><li>Identifies development opportunities in others and co-creates with the employee a development plan, regularly following up on the progress of development</li></ul>

## Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>University degree or college diploma, or equivalent experience</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>Significant recent experience as a supervisor, preferably of a team, that successfully demonstrates a high degree of skill in leading and developing staff</li><li>Expert level server administration - managing large quantities of servers and related components in an enterprise environment including:<ul style="list-style-type: none"><li>VMware vSphere</li><li>SAN/NAS/HCI storage</li><li>Virtual aware backups</li><li>Monitoring &amp; reporting systems</li></ul></li><li>Expert level Windows server administration</li><li>Expert level Linux server administration</li><li>Intermediate level networking &amp; security</li><li>Experience with server configuration management systems (such as SCCM, Puppet/Chef/Salt)</li><li>Experience leading major technical deployments and upgrades</li></ul>

### **Knowledge/Skills/Abilities (in order of priority)**

- Proven ability to take initiative and manage multiple projects, priorities, deadlines, and develop/implement process improvements
- A demonstrated commitment to high-quality service
- Demonstrated ability to independently, as well as collaboratively, plan, coordinate, and implement effective information technology projects, including managing multiple and simultaneous projects
- Excellent communication and interpersonal skills, both oral and written

### **Assets**

Competence in:

- Nutanix
- VMware
- Veeam
- PostgreSQL, MSSQL & MYSQL
- Salt
- VMware Horizon View
- Management of zero and thin client systems

### **Nature and Scope**

- **Contacts:** Internally, communicate with all Library employees at all levels to gather ideas, envision, articulate, update and inform on information technology strategy, projects, and impactful operations. Externally, communicates with vendors and other campus departments to collaborate on shared, or similar, infrastructure.
- **Level of Responsibility:** Provides strategic direction for the development and implementation of information technology for the Library. Responsible for the planning and implementation of IT infrastructure and systems to meet current and projected needs for the Library and related clients. Provide general management and leadership to IT staff.
- **Decision-Making Authority:** Set technology standards and directions for the Library in consultation with peers and key stakeholders. Prepare plans and budgets for IT purchases for the Library. The incumbent is responsible for advancing, building, maintaining and providing IT solutions. As required, the position consults with the Director, IT&FS, IT team, Department Heads, Library Executive, and others across campus.
- **Physical and Sensory Demands:** Minimal physical requirements. Exposure to conditions typical of a supervisory position in a fast-paced office environment, with frequent urgent demands.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a manager's position with responsibility for time-sensitive activities. This position will require occasional evening/weekend work. Position suitable for hybrid working model.