

Job Description

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| Job Title: | Manager, Departmental Systems |
| Department: | Information Systems and Technology |
| Reports To: | Director, Departmental and Campus Applications |
| Jobs Reporting: | Information Systems Specialists |
| Salary Grade: | USG 14 |
| Effective Date: | November 2021 |

Primary Purpose

This position is responsible for the operations, overall strategic management and leadership of the Departmental Systems team within the Departmental and Campus Applications (DCA) group. This includes responsibility for the planning, design, implementation, support and consultation for a secure and sustainable software development and support environment at the University. The manager is responsible for managing relationships with the broad stakeholders across campus and within IST, as well as for leadership in information systems implementation and support activities and client support services related to relevant systems.

Key Accountabilities

Establishes the direction and priorities for the Departmental Systems team

- Serves as an integral member of IST's Management Team
- Develops short-term and long-term plans for the evolution of campus information systems
- Facilitates the establishment of direction and priorities for Departmental Systems through collaboration with others
- Assists in the development of the DCA annual plan and related budget submissions
- Develops annual operational plan and budget for Departmental Systems

Within the DCA group, ensures the effective utilization, deployment and development of human and capital resources

- Hires and develops his/her unit and participates in the building of overall DCA team
- Coaches, trains and develops employees to enable their professional development
- Conducts annual performance plan and regular reviews of direct reports

Core Services

- Effectively manages the successful delivery of projects and programs within the Departmental Systems team and the DCA group
- Leads the process to define business requirements in concert with campus stakeholders
- Uses a Quality Assurance and Testing framework to deliver high quality services
- Leads and supports governance activities as it relates to the Departmental Systems team
- Provides solutions design and consulting support to campus partners

Information Systems Implementation

- Leads and supports the systems acquisitions processes (including RFI/RFP where required)
- Implements enterprise solutions to meet university business needs
- Implements large and small application updates
- Works within various IT governance models to enable decision making

Information Systems Support

- Ensures the requisite production and backup support

- Provides support for and incorporation of guiding principles for architecture and infrastructure, e.g., usability, accessibility, scalability, adaptability, security, and privacy.
- Supports and develops application architecture and long term support roadmaps
- Supports, develops, and adopts standard software deployment and maintenance methodologies

Client and Vendor Relationships

- Establishes and maintains strong relationships with the leadership team and key representatives of the Academic Support Departments of the University and/or Faculty representatives. In addition, the incumbent may also engage students as a key stakeholder group.
- Manages the day-to-day relationship with external technology partners and vendors

**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

- University degree or equivalent post-secondary education and/or experience required.

Experience

- Minimum 10 years of experience with a proven track record of achievement and success within a complex Information Technology environment
- 2 to 4 years of leadership responsibility managing mid-sized teams, and influencing senior-level management and key stakeholders.
- Required areas of experience include people management, information system tools and support frameworks, as well as interpersonal, organizational and communication skills.

Knowledge/Skills/Abilities

- Proven ability to engage in strategic planning, and implement those plans independently
- Strong communication and interpersonal skills, with a proven ability to build consensus amongst a team with diverse skillsets and approaches to work
- Excellent project management skills, with demonstrated track record of meeting deadlines
- Excellent management and team-building skills, with a strong history of building and maintaining positive team relationships
- Ability to analyze, understand and effectively communicate between business requirements and technical design and implementation, including relating complex technical topics to a non-technical senior administration audience.
- Experience with strategic system planning, and demonstrated ability to independently influence business side stakeholders to align both business and technical roadmaps
- Experience with planning, use, and advancement of information systems
- Planning and management of applicable budgets
- Working knowledge of applications being implemented
- Problem-solving, negotiation and decision-making skills to influence management, as well as internal and external partners
- Demonstrated advanced level leadership abilities, including ability to build strong consensus and buy-in within a highly technical environment
- Works well with others in an integrated multidisciplinary and multi-stakeholder team environment
- Demonstrated ability to make complex decisions independently and confidently
- Proven ability to balance multiple simultaneous activities and competing priorities
- Computing Skills:

- MS Word, Excel, PowerPoint - Advanced
- Software implementation and support tools - Advanced
- Development Tools, Methodologies and Frameworks - Advanced
- Project Management - Intermediate

Nature and Scope

- **Contacts:** External contacts include vendors, representatives of other academic institutions, etc. Internal contacts include staff and senior management across campus. In conjunction with the Director, nature of interaction varies from client/vendor to information sharing to influencing, collaboration/partnership. High degree of relationship management across UW decentralized IT.
- **Level of Responsibility:** The position is responsible and accountable for the overall results of the Departmental Systems team.
- **Decision-Making Authority:** In consultation with the Director, responsible and accountable for establishing the priorities for the Departmental Systems team.
- **Physical and Sensory Demands:** Minimal demands typical of a management position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a managerial position exposed to stress and pressure associated with management level responsibilities.