

Job Description



Job Title:	Director, Information Systems
Department:	Information Systems and Technology
Reports To:	Chief Information Officer
Jobs Reporting:	Manager, Student Information Systems; Manager, Enterprise Systems; Manager, Data, Integration and Analytics; Manager, Departmental Systems; Manager, Systems Development and Operations; Manager, Web Development
Salary Grade:	USG 17
Effective Date:	June 2023

Primary Purpose

The Director, Information Systems, is responsible for planning, design, development, implementation and support of sustainable and secure information system and 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 Information Systems and Data infrastructure. This includes, but is not limited to, the University's three ERP systems which serve the Student, HR and Finance functions of the university, Departmental and Campus applications used by units across campus, the Web Content Management System (WCMS), as well as the university's data and integration infrastructure and services. The Director is responsible for defining, providing, refining, improving, and modifying the services provided in response to changes in business processes, next-generation technologies, and IST/University priorities. In addition to ownership of system-related relationships across campus on behalf of IST, the Director develops and maintains key relationships across the university to assist with alignment between Academic, Research and Academic Support information systems and initiatives.

Key Accountabilities

Establishes the direction and priorities for the Information Systems group

- Serves as an integral member of both IST's Director and Management Teams
- Participates in the development of the long-term vision and planning for the department
- Develops the Information Systems group's annual plans and priorities, and is a key contributor to the creation and execution on strategic planning for both IST and IT on campus
- Leads the intake and successful delivery of information systems projects for IST and is accountable for the creation of related governance bodies for management and oversight of information systems projects (Steering, Management, Operational committees).

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

- Oversees hiring and overall management of the Information Systems group
- Deploys staff to meet the goals and objectives of the Information Systems group most appropriately
- Coaches, trains, and develops employees to enable their professional development
- Gathers and submits budget requests for information systems across campus
- Reviews and approves ongoing information system expenses
- Approves annual performance plans and conducts regular reviews with direct reports

Core Services of the Information Systems group

<p>Information Systems has primary responsibility for:</p> <ul style="list-style-type: none"> ○ Building strong collaborative partnerships with all campus units to meet the Information Systems and Data needs of the university ○ Definition, implementation and maintenance of technical and system strategies, including managing the university's many cloud-based vendors and services ○ Design and implementation of technical solutions to meet business requirements ○ Integrity of applications through defined QA, testing, and vendor management practices ○ Solutions design and consulting support to units across campus <ul style="list-style-type: none"> ● For selected programs and projects, the Director may engage the services of a Project or Program Manager to ensure successful delivery of cross-departmental initiatives.
<p>Applications Implementation and Lifecycle Management</p> <ul style="list-style-type: none"> ● Plays a key leadership role for the university in the information systems pre-acquisition and acquisition processes (including Business Analysis, Requirements gathering, RFI/RFP processes, and contract negotiations) ● Maintains a future-oriented outlook for the University's information systems, staying up-to-date on industry and higher education trends that may impact the University ● Implements ERP-level applications (Student, HR, Finance) ● Implements campus-scale applications (CEE, Advancement, Research) ● Implements department-specific applications (Parking, Bookstore, Athletics, Food, Safety, Campus Wellness, Campus Housing) ● Establishes and maintains the official web content management system (WCMS) for the university
<p>Systems Integration</p> <ul style="list-style-type: none"> ● Promotes and implements a modern system-to-system data architecture and integration capability that creates bridges between information systems to better the student and employee experience ● Ensures integration with core applications (e.g., Microsoft 365) ● Implements connectivity with external partners (e.g., banks, government ministries, etc.)
<p>Infrastructure</p> <ul style="list-style-type: none"> ● Oversees Applications Administration and Database Administration functions for IST ● Provides support for, and use of, both on-premises and cloud-based infrastructure platforms ● Ensures the requisite production support for campus information systems, including, where necessary, an emergency on-call service for critical information systems ● Provides support for, and incorporation of, guiding principles for cybersecurity, data privacy, usability and digital accessibility into all information systems and data platforms
<p>Stakeholder Management</p> <ul style="list-style-type: none"> ● Establishes and maintains strong relationships with departmental leadership teams across the University ● Builds strong relationships and strategic alliances with external technology partners ● With the CIO, works collaboratively with senior leaders across campus to be responsible for Information Systems at the University, including all aspects of applications lifecycle management
<p>Data and Analytics</p> <ul style="list-style-type: none"> ● Establishes and evolves an overall data management capability for the university ● Provides technical platforms for integration services, data warehousing, reporting and related analysis tools as well as API development and management ● Provides the framework for classification of and maintenance of information, including catalogues and metadata ● Provides support for the governance of data and related information ● Provides operational data stores, data warehouses or like repositories

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- Supports specific requests and initiatives for information and its analysis
- Provides operational support for reporting, integration, conversion, and archival projects related to system implementations
- Provides access tools and datasets which support initiative and strategy of the university

**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

- 10-12 years of progressive experience with a proven track record of achievement and success within Information Technology.

Knowledge/Skills/Abilities

- Proven ability to match information systems needs with the current and future business issues of the University.
- Strong leadership skills essential, with a demonstrated positive track record of leading a cohesive team with common goals and measurable outcomes in a complex IT environment.
- Excellent verbal and written communication skills.
- Ability to effectively present strategies and plans to senior administration of the university.
- Ability to communicate technical concepts to both 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
- 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 a large team
- Flexible and adaptable management style. Ability to conceptualize and address current and future challenges in a logical manner.
- Results oriented with a proven collaborative approach to bring together units across the university.
- Demonstrated reasoning and decision-making ability at a senior management level
- Innovator with a high energy level
- Computing Skills: Application and Data Integration Technologies – Advanced; Project Management – Advanced; MS Office & SharePoint – Intermediate; Development Methodologies and Frameworks – Intermediate; Application Architecture – Advanced; Vendor Management – Advanced

Nature and Scope

- **Contacts:** External contacts include vendors and relevant government agencies, representatives of other academic institutions, etc. Internal contacts include staff 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 Information Systems group within IST.

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- **Decision-Making Authority:** In consultation with the Chief Information Officer, responsible and accountable for establishing the priorities for the Information Systems group.
- **Physical and Sensory Demands:** Minimal demands typical of a senior executive position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior executive position exposed to stress and pressure associated with senior level responsibilities.