

Job Description

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| Job Title: | Manager, Data, Integration and Analytics |
| Department: | Information Systems and Technology |
| Reports To: | Director, Enterprise Resource Planning Systems |
| Jobs Reporting: | Information Systems Specialists |
| Salary Grade: | USG 14 |
| Effective Date: | September 2018 |

Primary Purpose

This position is responsible for the operations, overall strategic management and leadership of the Data, Integration and Analytics (DIA) team within Enterprise Resource Planning (ERP) Systems group. This includes responsibility for the planning, design, development, implementation, support and consultation for a secure and sustainable data, integration and analytics environment at the University. The manager is responsible for managing relationships with the broad stakeholders across campus and within IST. The manager is responsible for development activities and client support services related to relevant systems.

Key Accountabilities

Establishes the direction and priorities for DIA:

- Serves as an integral member of IST's Management Team
- Develops short-term and long-term plans for the evolution of campus data and reporting systems
- Facilitates the establishment of direction and priorities for DIA through collaboration with others
- Assists in the development of the ERP annual rolling plan, and budget
- Develops annual operational plan and budget for DIA

Within the ERP 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 ERP 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 in conjunction with the Portfolio Management group (PMG).
- Leads the process to define business requirements in concert with functional partners and campus stakeholders
- Completes development of new or modified business functionality
- Performs Quality Assurance and Testing in order to deliver high quality services
- Provides Solutions Design and Consulting support to Academic Support Departments and Faculties
- Establishes and evolves platforms for:
 - Operational data integration services

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- Data warehousing services
- Reporting, analysis and visualization capabilities
- API development and management
- Supports governance activities related to campus data and related information (e.g., Policy 46, IRM)
- Builds and maintains catalogues and data repositories for key university information
- Builds and maintains a repository for tracking data access requests and their review
- Supports specific requests and initiatives for information and its analysis in conjunction with IAP and other units
- Provides operational support for conversion and archival projects related to system implementations where required
- Develops advanced reporting or integrations for specific initiatives
- Mentors and enables IST groups and campus units in the use of reporting and like tools
- Develops standards for dictionaries, metadata, naming conventions

Applications Implementation

- Supports the acquisitions process (including RFI/RFP)
- Implements enterprise solutions
- Implements large and small application updates
- Works within a federated governance model to enable decision making

Systems Integration

- Ensures integration with other applications
- Implements connectivity with applications external to the University (e.g., banks)
- Provides internal inter-systems support (e.g., Financial System, HR System, etc.)
- Provides support as needed for EBI, Student Portal and like initiatives

Infrastructure and Support

- Ensures the requisite production 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
- Supports, develops and adopts standard software development methodologies

Client and Vendor Relationships

- Establishes and maintains strong relationships with the leadership team and key representatives of the Administrative Support Departments of the University and/or Faculty representatives
- Manages the day-to-day relationship with external technology partners

**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*

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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.
- Practical experience with: Reporting, Analytics, Data Governance, Data Warehousing and System Integration
- Certification from recognized authority is an asset (e.g., PMP certification from the Project Management Institute [PMI], Change Management Specialist, ITIL, etc).
- Competencies will include people management, information system products, tools, development frameworks as well as interpersonal, organizational and communication skills.

Knowledge/Skills/Abilities

- Expert-level knowledge in multiple related areas: Reporting, Analytics, Data Governance, Data Warehousing and System Integration
- Strategic planning
- Strong communication and interpersonal skills
- Excellent project management skills, with demonstrated track record
- Excellent management and team-building skills
- Ability to analyze, understand and effectively communicate between business requirements and technical design and implementation
- Business application life cycle management
- System development life cycle management budget planning and management
- Working knowledge of applications being implemented
- Problem-solving, negotiation and decision-making skills to influence management, as well as internal and external partners
- Demonstrated leadership abilities
- Works well with others in an integrated multidisciplinary and multi-stakeholder team environment
- Self-motivated and a problem solver
- Experienced in facilitation and negotiating
- Computing Skills
 - MS Word, Excel, PowerPoint - Intermediate
 - Application and Middleware Technology - Intermediate
 - Project Management - Intermediate
 - Development Tools, Methodologies and Frameworks - Advanced
 - Application Architecture - Intermediate

Nature and Scope

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- **Contacts:** External contacts include vendors and relevant government agencies, 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. Relationship management.
- **Level of Responsibility:** The position is responsible and accountable for the overall results of the Student Information Systems team.
- **Decision-Making Authority:** In consultation with the Director, responsible and accountable for establishing the priorities for the Student Information 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.