

Job Description

Job Title:	Director, Information Technology and Facilities Services
Department:	Library
Reports To:	Associate University Librarian, Administration and Strategic Initiatives
Jobs Reporting:	Manager, Facilities; Manager, Information Technology
Salary Grade:	USG 13
Effective Date:	May 2023

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 Director, Information Technology and Facilities Services (ITFS) reports to the Associate University Librarian, Administration and Strategic Initiatives and is responsible for strategic leadership in quality information technology (IT) and facilities services. The Director leads the teams responsible for the library technical and physical operations and collaborates on campus-wide IT projects and library building projects. They will lead key technology and facilities projects affecting the library's infrastructure, technical services and staff/patron safety. The Director works closely with other library directors, department heads, Library Executive, committees and teams to advance the Library's strategic objectives.

Key Accountabilities

Leadership and strategic direction

- Provides leadership and sets strategic direction for Information Technology and Facilities Services and serves as a resource to Library Executive, other directors, department heads and committees
- Develops, articulates and leads departmental goals in support of the library's strategic plan, including leading library-wide projects
- Collaborates with other directors, department heads and Library Executive to develop and advance strategy and policies, set future direction and resolve issues
- Contributes to and leads organizational change; directs, models and empowers staff responsiveness to change, new directions and campus opportunities
- Collaborates, plans and integrates equity, diversity, inclusion and accessibility (EDIA) principles into library services and processes
- Uses evidence-based, critical thinking and takes a library-wide perspective to decision making
- Ensures timely communication to library staff and patrons on projects, developments or activities that have the potential to directly or indirectly impact normal services

Department and team management

- Creates an environment where managers work individually and collaboratively to achieve goals and set teams up for success

- Hires, manages and evaluates department staff through guidance, direction-setting, coaching and performance improvement
- Creates opportunities for cross-library collaboration and key university partners
- Provides leadership in developing cross-department workflows and collaborations

Information technology management

- Provides proactive leadership and oversight for the library's technical infrastructure including both end-user computing and server infrastructure
- Supports the Manager, IT to have a fully functional, networked computing environment available to students, staff, faculty and visitors to the Library, and ensure the environment is compatible with systems and resources in other areas of the University
- Supports the Manager, IT to: scope and deliver operational computing projects; ensures strategic and efficient use of resources; make recommendations on hardware, software and technical solutions; and review and recommend test and production environments
- Maintains current awareness of and applies relevant developments in area(s) of expertise

Facilities management

- Leads strategic space planning activities with the Associate University Librarian, Administration and Strategic Initiatives
- Provides proactive leadership and oversight for the management of furnishings, equipment and supplies inventories, building and security requirements, physical access control and shipping and receiving
- Liaises with the office of the Associate Provost, Integrated Planning and Budgeting to advocate for library space needs
- Liaises with Plant Operations and Central Stores on a strategic projects basis, and external contractors ensuring planned modifications are carried out in a timely and cost-effective manner
- Leads renovation teams, works closely with senior library staff and campus personnel to ensure understanding of the Library's requirements in any planned modification to library space, service and/or equipment
- Provides proactive leadership and oversight for the monitoring and reporting of spatial modifications for campus space audit requirements
- Maintains current awareness of and applies relevant developments in area(s) of expertise

Library health and safety management

- Liaise with Campus Safety Office to ensure compliance with government safety regulations
- Sponsors and provides leadership to the Library's Health, Safety and Wellness Committee and Green Office Committee
- Provides forward-looking operational leadership for the accessibility of the Library's physical spaces
- Ensures ongoing collaboration and communication with Library staff on issues related to accessibility, health, safety and wellness
- Works closely with the Accessible Technology Centre (ATC) to understand and respond effectively to the accessibility needs of library patrons

Collaboration and partnership

- Ensures effective communication channels and working relationships across the Library and with key partners and vendors
- Serves on University and external committees, fostering collaboration, information sharing, partnership and expertise across campus and the broader campus community
- Works with colleagues at provincial and national organizations on collaborative ventures, as needed

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- Collaborates with internal and external partners to translate trends in library IT and facilities into programs/services

**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 in a field related to the management of information technology, or equivalent post-secondary education and related experience
- Asset: Project management certification (PMP)
- Asset: Organizational change training

Experience

- Demonstrated progressive responsibility and experience in leadership with a proven track record of achievement and success, including staff development and coaching
- Experience with computer systems architecture, systems administration, networking, information security and workstation administration
- Demonstrated ability to work effectively in a service-oriented environment, which values collaboration and collegiality, including interacting in a respectful and sensitive manner
- Demonstrated experience with budget planning and allocation, and with aligning resource allocation with strategic directions
- Demonstrated ability to plan, coordinate and implement effective projects
- Asset: facilities management experience
- Asset: CAD software experience

Knowledge/Skills/Abilities

- Demonstrated leadership, strategic planning, negotiation, communication, interpersonal, analytics and organization skills
- Demonstrated ability to lead change and to identify and evaluate new opportunities effectively and efficiently
- Demonstrated knowledge of current information technology standards and developments
- Ability to analyze, understand and effectively communicate between business requirements and technical design and implementation
- Problem-solving, negotiation and decision-making skills to influence management, as well as internal and external partners
- Understanding of health, safety and wellness implications for a community-occupied building
- Understanding of building renovations, space planning, maintenance and supplies inventory control

Nature and Scope

- **Contacts:** Internally, communicates with employees in all departments to gather ideas, envision, articulate, update and inform on services and projects they are leading or otherwise accountable for. Externally, communicates frequently with vendors and consortia partners in order to execute work.
- **Level of Responsibility:** Accountable for the overall results of Information Technology and Facilities Services teams and committees they lead. The Director serves a critical role in developing and overseeing responsive, equitable and accessible approaches to their areas, ensuring strategic and

efficient use of resources. The Director provides leadership, performance management, coaching and development of department staff; sets goals and direction for the team; and collaborates with library directors, department heads and Library Executive to set and advance institutional directions and strategic priorities. The Director also serves a critical role in developing and overseeing long-term systems and space planning.

- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for Information Technology and Facilities Services and addressing changes to strategic plans by consulting with other directors, department heads and members of Library Executive. Responsible for operational, evidence-based, process-oriented decisions within department. Leads recruitment committees in making hiring decisions. Makes decisions related to staff performance management and evaluation.
- **Physical and Sensory Demands:** Minimal to moderate exposure to disagreeable conditions typical of a director position in an office setting. Physical exertion will be occasionally required to support facility needs as well as regular inspection of sites.
- **Working Environment:** This position involves moderate exposure to normal stress and pressures typical of a director-level management position. There may be work hours outside of normal operating hours, time-sensitive activities and competing priorities, as well as occasional travel for professional development and networking purposes. Suitable for hybrid working model.