Job Description

Job Title:	Manager, Client Services
Department:	Information Systems and Technology
Reports To:	Director, Client Services
Jobs Reporting:	Information Systems Specialists, Client Support Assistants, Client Support Specialists, Computing Consultants, Senior Computing Consultants
Salary Grade:	USG 14
Effective Date:	January 2022

Primary Purpose

The Manager is accountable to the Director, Client Services, for the management of the people, technology, and processes that provide service to the University, within the Manager's unit and areas of expertise, as well as actively participating in that service. The Manager must work closely with other managers to coordinate implementation of projects not specific to any one manager's area of expertise. Managers perform research, make appropriate recommendations, ensure alignment of IT efforts, ensure best practices, serve as a senior resource to IST and the university, provide expertise, promote external partnerships, and supervise staff.

There are 3 units within Client Services. Each unit has a manager.

- **Customer Relations and Support**
  - IST Account representatives for Academic Support Departments and the Faculties
  - Service Level Agreements
  - Application champions/contacts
  - Desktop rollover program
  - Software licensing coordination
  - Service Level Agreements
  - Training
- **Service Desks**
  - Physical, virtual, and extended hours service desks
  - IST Communications
  - IT Service Management system (issue tracking, knowledge base, service catalog)
  - Telephone services
  - Media Loans
- **Project Management Office**
  - Project Managers
  - Centre of Excellence for project management (tools, templates, expertise)
  - IST Portfolio
  - portfolio and project management system
  - Change management
  - Consulting, training, best practices

The Manager is responsible for management of the staff and technical infrastructure of one unit within Client Services, reporting to the Director, Client Services. Each unit is staffed by client support assistants, client support specialists and consultants. Some units have one or more supervisors. The number of staff

in each unit varies. Each unit has responsibility for all aspects of service delivery related to the unit, and defined in some cases by Service Level Agreements.

The position requires that the Manager possess planning and leadership skills, communication and presentation skills, and ability to effectively manage the tasks and responsibilities, within their respective areas of responsibility.

The Manager must have technical expertise at the highest Consultants' level (USG 12/13) and must be prepared to spend significant effort in technical initiatives, in addition to management duties.

The Manager must establish and maintain the respect and confidence of the IST management team and of those responsible for related facilities and services in academic and academic-support units throughout the university, where applicable, and must work closely with them to support their efforts. The Manager must take the initiative in evaluating relevant new technologies and working with IST and client-constituencies management to exploit these
opportunities. The Manager must be familiar with, comply with, and promote the University's policies related to information systems and technology.

The Manager has on-going responsibilities for unit supervisors and assigned staff, including the assignment of work, provision of direction, performance reviews, and recommendations for hiring, promotions, reclassifications, and disciplinary issues. The Manager must exercise tact and diplomacy in directing the work of professionals and allocate their assignments so as to create a productive work environment and career opportunities. The Manager co-operates with the rest of IST management on general issues of IST staffing, career paths and staff mobility within and among groups, the establishment of procedures and standards, monitoring staff performance and focusing staff efforts on University goals in response to changes in technology, the university environment, and IST priorities.

Key Accountabilities

IST Liaison · Work with campus IT and management teams to improve the quality of facilities and services. Represent IST in university-wide projects and committees. Promote effective co-operation of Faculty IT support staff, academic support IT staff, and IST staff. Interact with vendors and other external organizations.
Technology assessment and project formation · Assess technologies, evaluate potential acquisitions, and formulate development and implementation plans to achieve solutions to requirements. Define the scope and tasks of resulting projects. Prepare resource requirements, cost estimates, and staff commitments. Recommend configurations for major acquisitions of hardware, software, and services. Present recommendations to IST and campus IT management teams as appropriate.
Service development · Educate staff with regard to the purpose of projects, the general outcomes expected, and the required completion time-frames. Schedule tasks, assign staff, monitor performance, and report progress.
Service operation · Work with IST management to establish and implement service-level objectives for all relevant facilities and services. Assess technologies and equipment necessary for monitoring the operation of all components and make recommendations on appropriate acquisitions.

Job Description

**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

· Three or more years of supervisory experience with the proven ability to develop and mentor staff.
· 2 to 4 years of leadership responsibility managing midsized teams, and influencing senior-level management and key stakeholders.

- 5 to 10 years of progressive experience with a proven track record of achievement and success within Information Technology.
- Competencies will include people management, strategic thinking, information systems and tools, as well as interpersonal, organizational and communication skills.

Knowledge/Skills/Abilities

· Strategic planning
· Strong communication and interpersonal skills
· Excellent project management skills, with demonstrated track record
· Ability to analyze, understand and effectively communicate between business requirements and technical design and implementation
· Excellent management, leadership, and team-building skills
· Excellent verbal and written communication skills and the ability to manage tasks and responsibilities are required
· Demonstrated ability to organize and chair meetings/seminars with colleagues and clients.
· Proven ability to work collaboratively with campus IT and management teams
· Demonstrated capability to be proactive and predictive in changing demands and technologies while minimizing and identifying risk
· Detailed planning and organization of large and complex projects
· Interpersonal, customer service, communication (oral and written), problem solving, analytical, and time management skills
· Deductive and investigative skills to identify and diagnose complex, non-intuitive technical problems
· Ability to interact with a wide variety of clients under stressful conditions is an asset
· Computing Skills

- Microsoft Word, Excel and PowerPoint – Intermediate
- Other – Basic, Intermediate, Advanced – as required

Nature and Scope

- **Contacts:** The Manager works closely the staff/supervisor(s) in his/her unit, with the managers and staff in the other Client Services units, other IST groups, and other UW departments to support the evolution of services in a team-oriented approach.
- **Level of Responsibility:** The position is responsible and accountable for the overall results for a specific Client Services area.

- **Decision-Making Authority:** In consultation with the Director, responsible and accountable for establishing the priorities for a specific Client Services area.
- **Physical and Sensory Demands**: Minimal demands typical of a managerial position operating within an IT environment.
- **Working Environment:** Normally, the Manager carries out all responsibilities during UW business hours. However, the Manager must occasionally work outside of UW business hours, and might infrequently be called upon to work outside of UW business hours if emergency conditions warrant.