

Job Description

Job Title:	Manager, Enterprise Systems
Department:	Information Systems and Technology (IST)
Reports To:	Director, Enterprise Systems
Jobs Reporting:	Information Systems Specialists
Salary Grade:	USG 14
Effective Date:	September 2023

Primary Purpose

This position is responsible for the operations, overall strategic management and leadership of a collection of systems within Information Systems (IS) group. This includes responsibility for the planning, design, development, implementation, support and consultation for secure and sustainable systems at the University. This individual will be responsible for leading the IST (Information Systems and Technology) professionals who support Human Resources and Finance, budgeting related systems and emerging capabilities as identified within the portfolio. This role will also be critical in assisting with implementations and help form the operational support structure for new and existing ERP level systems, working closely with partner departments and within IS/IST.

Key Accountabilities

Establishes the direction and priorities for Enterprise Systems:

- 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 related systems through collaboration with campus partners
- Assists in the development of the Financial and Human Resources systems annual rolling plan, and budget
- Develops annual operational plan and budget for Enterprise Systems

Within the ES 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 with oversight on projects using in-depth project management experience, tools and techniques
- Leads the process to define business requirements in concert with functional partners and campus stakeholders
- Completes applications 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, consults and works with Faculty departments where necessary
- Required to engage in other technical areas to assist campus partners in overcoming issues
- Direct involvement in the support and guidance of e-commerce systems
- Works to promote standard software intake processes

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

Job Description



Architecture and Support

- Ensures the requisite production support is available
- 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 in consultation with IST resources
- 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
 - Required to escalate issues, monitor SLA agreements, deal directly with vendor senior management to ensure Waterloo is receiving appropriate support and delivery of SaaS products

**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 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.
- 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

- Strong communication and interpersonal skills required
- Proven project management skills, with demonstrated track record
- Previous management/leadership experience and team-building skills
- Ability to analyze, understand and effectively communicate between business requirements and technical design and implementation
- Budget planning and management required
- Working knowledge of applications being implemented
- Problem-solving, negotiation and decision-making skills to influence management, as well as internal and external partners
- Works well with others in an integrated multidisciplinary and multi-stakeholder team environment
- Self-motivated and a problem solver
- Experienced in facilitation and negotiating
- Experience in collaborating on RFP's
- High degree of experience in leading change management initiatives
- 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

- **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 Enterprise Systems team.
- **Decision-Making Authority:** In consultation with the director, responsible and accountable for establishing the priorities for the Enterprise 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.