Job Description

Job Title:	Support Team Manager
Department:	Centre for Extended Learning
Reports To:	Associate Director, Systems
Jobs Reporting:	Information Systems Analyst, Learning Technologies Analyst
Salary Grade:	USG 12
Effective Date:	November 2019

Primary Purpose

The Support Team Manager (STM) possesses expert level knowledge in a range of educational technologies which are used for providing operational support for the full lifecycle of both credit and non-credit fully online/technology-enabled courses developed by the Centre for Extended Learning (CEL). The incumbent will be hiring, managing and leading by example a team of Learning Technologies Analysts (LTA) and an Information Systems Analyst (IST) who are responsible for:

- time sensitive technical service desk support, front-line relationship management, and providing exceptional service to all stakeholders including students, instructors, TAs, CEL Systems team and CEL Staff;
- coordinating development and delivery support activities with other service departments across campus including Instructional Technologies and Media Services (ITMS) and Centre for Teaching Excellence (CTE);
- investigating and advising on the appropriateness of current and future educational technologies to the Systems team and course development team within CEL;
- acting as the liaison between faculties, departments, Registrar's Office, external partners and CEL to ensure data accuracy and integrity in business-critical systems (e.g. Student Information System (SIS), course and exams scheduling systems);
- providing proactive, timely and accurate data, models, and internal and external reports on a wide range of University activities and issues pertinent to institutional operation and strategic goals;
- supporting management decisions through data analysis, visualization and business intelligence; and
- ensuring a stable, secure and modern computing work environment within CEL.

The STM is responsible for assigning and coordinating their work, coaching and professional development, and performance management, as well as providing overall leadership in educational technology and strategic planning for the team. In addition to the management and leadership roles, this position will also be accountable for providing technical support for fully online/technology-enabled course delivery, educational technology consulting for course development, and training and documentation of educational technologies. The STM is also part of the overall CEL Management team, contributing to the continuous improvement of online course production strategies, and overall leadership of the unit.

Key Accountabilities

Supervision & Coaching
- Lead recruitment of the support team and manage on-boarding, orientation, and training.
- Promote growth in performance through ongoing performance management and reviews.

- Undertake and lead educational technology projects with input from the Associate Director, Systems.
- Provide guidance and direction to the support team in technical support, educational technology consulting, training and documentation.
- Optimize individual productivity and ensure timelines are met at the expected quality.
- Ensure high levels of client satisfaction.
- Inform the Associate Director, Systems of work progress and raise any issues that require escalation/intervention.
- Collaborate and communicate with other team managers in CEL to ensure that all CEL support needs are met.

Leadership
- Provide leadership in the evolution of information systems, development/selection of tools and technologies, and project management strategies and methodologies.
- Plan and facilitate support team meetings.
- Create and continuously refine documentation that defines support roles and responsibilities.
- Monitor and actively work to maintain/build team morale and job satisfaction.
- Conduct strategic planning with team to identify priorities in alignment with the Systems team's mission and CEL's overall priorities.
- Ensure team members stay current on literature, research and innovation in the field of educational technology.
- Plan and initiate learning opportunities for team members to promote knowledge and skills development.
- Conduct research into educational technologies and online learning best practices.
- Deliver and facilitate workshops and information sessions for key stakeholders.
- Inform the technological rationale when new learning technology tools are introduced within the online learning environment.
- Coordinate privacy and security audits for cloud-based educational technologies with IST and privacy office.

CEL Management
- Represent the support team at the Systems weekly team update meeting, operations committee meeting, LEO and other committees as required.
- Participate and contribute to overall decision-making, including strategic planning, allocation of resources, recruitment and task prioritization.
- Advise the Associate Director, Systems and management team on overall CEL support strategies and their implementation.
- Build and manage relationships with external units/stakeholders such as IST, ITMS, CTE, RO etc.
- Support special CEL projects and initiatives as assigned by the Associate Director, Systems, including those involving other university units and/or external organizations.
- Maintain connections with, contribute to, and possibly take leadership roles in related external organizations and professional associations, maintaining CEL's status as a leader in online learning.

Technical support, Educational Technology consulting, training and documentation
- Manage in-term technical support for students and faculty in fully online/technology-enabled courses across all departments.
- Advice internal and external stakeholders on a wide range of current and future educational technologies that support fully online/technology-enabled learning environments.

- Coordinate, implement and support technical operations of the online learning environments including the UW Learning Management System (LMS) and the CEL Content Management System (CMS).
- Advise course production teams, instructors, quality assurance specialists, learner support services and relevant external stakeholders with respect to implementing new technologies, support services and projects.
- Represent student and instructor interests at groups and projects internally and externally.
- Contribute to change management activities related to educational technology.
- Investigate and evaluate new/cutting edge educational technologies for use in online/technology-enabled course delivery.
- Liaise with course production teams and instructors to assess their educational technology training needs.
- Coordinate requirement analyses and development of training solutions based on appropriate technologies and services.
- Document user manuals, training manuals and FAQ for new technologies/services and proactively update existing to ensure integrity, accuracy and relevance.

Data accuracy and integrity of business-critical systems
- Provide leadership in stakeholder management to ensure that data and processes in the central student information system (SIS) and CEL systems accurately represent UW's fully online credit course offerings.
- Architect high-level statistical reports for use by key stakeholders and decision makers.
- Maintain a management level awareness of the activities performed within CEL in order to identify and address confirmed or potential data and process issues.
- Lead process of authoring, communicating and providing training on CEL Information Systems policies and practices to staff across campus, including department timetable and scheduling representative, department chairs and members of the SIS team.
- Represent the interests of the CEL team when System behavior needs to be changed.
- Ensure CEL staff are appropriately trained and up to date on SIS developments, policies and procedures.
- Maintain expertise in UW policies, Canadian and International legislation, and ensure that the privacy and integrity of CEL and UW data are protected at all times in compliance with these.

*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
- A postgraduate degree in computer science, information systems, software engineering, business management or related discipline; or
- An undergraduate degree in computer science, information systems, software engineering, business management or related discipline combined with relevant project management certification (e.g. PMP, Lean Six Sigma Black Belt) and 10 years of relevant experience in industry or academic institutions.

Experience
- A minimum of 5 years' experience providing leadership in support and/or educational technology for online learning/technology-enabled learning in industry or academic institutions.

- Extensive project management experience, leading support teams and projects in industry or academic institutions. At least one year of management experience in higher education will be highly sought after.
- 3-5 years of industry experience with technical helpdesk and client service activities in relation to support.
- At least 2 years of experience supporting a Learning Management System (LMS), such as Moodle, Brightspace and Canvas, through a helpdesk software or support ticket system.
- Experience in supporting Maplesoft, Mobius, Matlab and MathWorks will be highly sought after.
- Demonstrated success in cultivating and maintaining positive working relationships with multiple stakeholders.

Knowledge/Skills/Abilities

- Expert level skills and experience with new and emerging educational technologies in the current market including learning/content management systems, SIS, online collaboration software, various hardware formats and multimedia technologies, with the willingness to proactively and independently learn and master new technologies in response to needs.
- Strong overall project management and planning skills, along with knowledge of related software tools and the ability to assess project needs and deploy staff effectively to meet objectives.
- Expert level problem solving skills used to resolve internal and external issues and resolve conflict professionally and constructively.
- Expert level skills in managing course delivery using LMS/CMS.
- Expert level skills in using helpdesk software such as Request Tracker (RT), JIRA etc.
- Intermediate to expert level skills in using Wiki, Confluence, Office 365 for documentation. Familiarity with SharePoint is an asset.
- Must be a team player with superior work ethic, initiative, and the ability to work independently with minimum supervision.
- Expert level of leadership skills.
- Expert level organization and planning skills.
- Excellent verbal and written communication skills, organization skills and time management. Good 'people skills' for building relationships with colleagues at all levels.

Nature and Scope

- **Contacts:** CEL's systems team, course production teams, ITMS LMS Support Team, CTE, Registrar's Office, Institutional Analysis and Planning, SIS team, faculties, departments, vendors
- **Level of Responsibility:** Performs specialized work with minimal supervision and is responsible for direct supervision of others; management and coaching of support staff; leading, managing and monitoring support activities.
- **Decision-Making Authority:** Performance management; hiring; daily operations; work assignments; deploying staff effectively on projects; dealing with day-to-day operational problems involving internal and external stakeholders; escalated to Associate Director, Systems if discussions with stakeholders' superiors is required.
- **Physical and Sensory Demands**: Must be able to focus on data and screens for extended period, while maintaining near perfect accuracy and attention to detail. Much of the time is spent sitting in a comfortable position with frequent opportunity to move about. Located in a comfortable indoor area. There is a frequent need to give close attention to various stimuli such as written material and information given verbally to co-workers. Concentration for planning and extended listening for understanding and resolving issues is required.

- **Working Environment:** The work is varied. There are deadline pressures, while at the same time there is a demand for thoroughness and accuracy. As we work in a production environment that thousands of users depend on hourly, occasional "crisis" events might require being on call, working outside normal working hours and/or weekends.