

Job Description

Job Title:	Manager, Presentation Technologies
Department:	Information Systems & Technology
Reports To:	Director, Instructional Technologies and Media Services
Jobs Reporting:	Senior Design & Integration, Special Events Coordinator, Implementation & Support, Bookings & Support
Salary Grade:	USG 12
Effective Date:	May 2016

Primary Purpose

This position is responsible for the management, strategic evolution, overall operations, infrastructure and services provided by the Presentation Technologies group for the University of Waterloo community. The incumbent must have expertise in directing digital media (“AV”) integrations to meet current and evolving needs of the teaching and learning and other presentation spaces. He/she regularly interacts with other IST groups, academic support areas, design area representatives from different disciplines (e.g., electrical designers, building project managers, and architects), vendors and manufacturer representatives, and customers, to develop strategies and to provide innovative, reliable, sustainable, and cost effective solutions for presentation technology applications necessary for teaching and learning, events and other activities.

Key Accountabilities

Strategic planning: Establishes the directions and priorities for the Presentation Technologies group

- Serves as an integral member of IST’s Management team.
- Develops short and long-term plans for the evolution of teaching and learning spaces, and other spaces that require presentation and event technology systems across campus.
- Collaborates with other groups (e.g., Registrar’s Scheduling area, Plant Operations, appropriate committees) to design, plan and prioritize technology upgrades in centrally scheduled classrooms.
- Establishes and directs development of written guidelines and procedures for their processes and workflow, and of the standards used in their operations.
- Provides technology planning and consulting support to campus departments, as requested, for designs for presentation technology solutions.
- Performs gap analysis for staffing, processes, and technology in order to meet the group’s objectives and mandate.
- Develops a customer-care philosophy within the group to maximize customer satisfaction, balanced by sustainability (costs, support requirements, technology lifecycles, etc.).
- Performs other duties as directed by the ITMS Director.

Core services: Designing digital media (“AV”) integrations, planning and servicing the presentation technologies for teaching and learning and other event spaces, and supporting their use

- Ensures alignment of Presentation Technologies services with Waterloo strategies.
- Manages presentation systems integration design, which involves creating the connections between devices (end-user computers and devices, projectors, document cameras, access control systems,

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room control systems, lighting, other switchers, etc.), and programming software that connects the devices and enables seamless switching for users.

- Manages implementation, maintenance, support, and evolution of centrally scheduled e-classrooms (127 in 2016).
- Plans for permanent room installations and for portable systems for events and for loan, as required by campus activities.
- Analyzes service statistics to understand trends that influence changes and improvements.
- Provides leadership to define presentation technology requirements, in concert with key representatives of the academic support departments and of the Faculties.
- Effectively manages the delivery of projects.
- Researches and tracks industry changes as they relate to campus needs and directions.
- Liaises with vendors and Procurement offices to set advantageous agreements for purchase and vendor support, evaluating and recommending overall acquisitions.

Staff and area management: Ensures the effective utilization, deployment and development of staff and capital resources

- Prepares annual budget projections for planned installations, repairs, maintenance and services.
- Holds accountable relevant vendors to ensure delivery of quality services within the required timelines.
- Coaches, trains and develops employees to enable their professional development and to address skill gaps.
- Delegates and deploys staff to meet goals and objectives of the group.
- Hires staff and conducts annual performance reviews with direct reports, including their performance plans.

Client and vendor relationships: Maintains effective working relationships with stakeholders

- Oversees and provides solution design and consulting support to the Waterloo community.
- Supports the procurement processes (e.g., Requests for Proposals, work requisitions) for client area and campus needs.
- Manages relationships with external technology partners (manufacturers, installers, designers, vendors, etc.) to help advance goals of streamlining business processes, improving operations, and cutting costs.
- Establishes and maintains strong relationships with other IST support areas and client groups.
- Assesses the group's effective end-user support, training and guidance.
- Handles escalation of service issues, seeking timely resolutions, keeping users and appropriate management levels informed.

Required Qualifications

Education

- University degree or equivalent post-secondary education and/or equivalent experience in the industry

Experience

- Minimum 3-5 years of experience with a proven record of staff and project management, AV systems integration design in an educational environment or equivalent.

Knowledge/Skills/Abilities

- Experience with installing, testing and commissioning custom control systems.
- Proven experience establishing directions, evolution, and management of a broad spectrum of AV installations and services.
- Ability to manage projects at a large scale

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- Advanced AV presentation technology systems design
- Strong knowledge with AV, lighting controls, IT and networking hardware and software concepts, and their intersection

Nature and Scope

- **Contacts:** Ability to work with all levels of the organization. Ability to work co-operatively with others, demonstrates flexibility in organizing work, have good communication, planning and leadership skills, and demonstrates thoughtfulness in decision making. Negotiating skills. Solid problem-solving and consulting skills. Comfortable operating in a fast-paced environment.
- **Level of Responsibility:** This position is responsible and accountable for the overall results of Presentation Technologies, for setting technical directions and standards, and the smooth and professional operations, for all centrally scheduled e-classrooms and other centrally managed presentation rooms, responsibly setting and allocating budget for Waterloo requirements, and for the safety of the work environment for staff.
- **Decision-Making Authority:** In consultation with the ITMS Director, responsible and accountable for establishing and taking action on the priorities for the Presentation Technologies group.
- **Physical and Sensory Demands:** Minimal demands, typical for a managerial position in an office and job site environment.
- **Working Environment:** Office and campus based. Stress and pressures typical of a managerial position in a fast response support environment.