

Job Description

Job Title:	Associate Director, Systems
Department:	Centre for Extended Learning (CEL)
Reports To:	Director, CEL
Jobs Reporting:	Business Analyst Information Systems Specialists Support Team Manager Systems Administrator
Salary Grade:	USG 15
Effective Date:	November 2019

Primary Purpose

The Associate Director is responsible for planning, design, development, implementation and support of sustainable and secure information systems and technology services for CEL and other service and academic units who support the learning enterprise of the University. The Associate Director demonstrates leadership in the successful selection, deployment, support and evolution of academic and business process systems and services. S/he is responsible for defining, providing, refining, improving, and modifying the services provided in response to changes in business processes, technology, the University environment, and University priorities related to online and technology-enabled learning. The Associate Director develops and maintains key relationships with other internal and external business partners and stakeholders.

Key Accountabilities

Provide critical input in setting the direction and priorities for the University's digital learning environment

- Serves as an integral member of Strategic Technology for Instruction and Learning Environments (STILE), Learning Environment Operations (LEO), and CEL's Management Team
- Participates in the development of the long-term vision and planning for the environment to support online and technology-enabled learning at the University
- Establishes and maintains strong relationships with leadership team and key representatives of the administrative support departments of the University, e.g., Instructional Technology and Multimedia Services, Centre for Teaching Excellence, Registrar's Office, Library, AccessAbility, Bookstore, WatCard, and WatPD
- Optimizes relationships and strategic alliances with government agencies and external technology partners
- Maintains current, expert-level knowledge of educational technology sector trends

Establishes priorities for Systems team and ensures the effective utilization, deployment and development of human and capital resources.

- Oversees CEL's IT Service and Project portfolios
- Develops the Systems group's annual plans and priorities
- Oversees hiring and development of the Systems team
- Deploys staff to most productively meet goals and objectives
- Coaches, trains and develops employees to enable their professional development

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<ul style="list-style-type: none">• Conducts annual performance plans with direct reports, and ensures adherence to annual performance planning and review process within the department
Core Services <ul style="list-style-type: none">• Leads the process to define business requirements in concert with CEL management priorities• Effectively structures, prioritizes and manages the successful delivery of projects• Oversees application development for new and modified business functions• Ensures quality assurance and testing in order to deliver high quality services• Provides solutions design and consulting support for Course Design, Development and Delivery for credit and non-credit activities.
Applications Implementation <ul style="list-style-type: none">• Monitors industry trends in learning technologies and changes to the broader technology environment, contributing to CEL's tactical and strategic planning activities• Guides the CEL software development teams• Leads the acquisitions process (including RFI/RFP)• Implements department's Information Management solutions (MyCEL, PDreg)
Systems Integration <ul style="list-style-type: none">• Ensures integration with core University applications (e.g., LEARN, Quest)• Coordinates system integration with external partners• Provides internal inter-systems support (e.g. SharePoint, MyCEL, PDreg, CMS)• Liaises with and provides support for data exchange with provincial agencies, open education resources (OER) and similar initiatives
Infrastructure <ul style="list-style-type: none">• Oversees applications administration• Guides support teams in use of web services and technologies• Ensures the requisite production support• Ensures adherence to guiding principles for usability and accessibility

**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 <ul style="list-style-type: none">• University degree or equivalent post-secondary education and/or experience required in computer science or related field
Experience <ul style="list-style-type: none">• 10-12 years of experience with a proven track record of achievement and success within information and learning technologies• Experience successfully leading and managing cross-functional teams• Experience in successfully leading continuous improvement initiatives or projects• Experience managing multiple concurrent secure web and software development projects• Experience with and in-depth knowledge of data security, governance, privacy and analytics• Experience administering: learning management, content management, student information, customer relationship management systems and digital communications in student support environment

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- Demonstrated experience and ability influencing, facilitating, negotiating, and developing institutional relationships at multiple levels and across a wide range of personalities and functions
- Experience with purchasing and contract negotiations, project budgets, and vendor management
- Experience managing a budget

Knowledge/Skills/Abilities

- Ability to foresee application-based services that meet needs and solve business issues of the University.
- Strong leadership and portfolio management skills essential.
- Excellent verbal and written communication skills. Ability to effectively present strategies and plans to management and University leadership. Ability to communicate technical concepts to technical and non-technical audiences.
- Demonstrated ability to influence, negotiate, and develop relationships at multiple levels and across a wide range of personalities and functions.
- Strong organizational and problem-solving skills combined with analytical and planning abilities. Flexible and adaptable management style. Ability to conceptualize and address current and future challenges in a logical manner.
- Demonstrated reasoning and decision-making ability at a senior leadership level.
- Results oriented innovator with a high energy level.

Nature and Scope

- **Contacts:** Liaises with several units across campus; builds trust relationships to enable effective approaches for secure data exchange and support. Exchanges information with senior individuals within IST, Registrar's Office, and beyond, including the AVP-A and the Provost. Engages with external vendors and partners, including other institutional and government contacts.
- **Level of Responsibility:** Accountable for the overall results of the Systems team (10 specialized technical staff). Manages department-wide functions and processes that are highly specialized and provides consultation and guidance to other stakeholders across campus. Because of the CEL role in advancing technology enabled learning for the campus, the CEL team is frequently an early explorer and adopter of new technology and/or business processes that are rolled out to meet the needs of the entire campus. The Associate Director Systems has a significant role in partnering with other units on campus to create integrated solutions.
- **Decision-Making Authority:** Responsible and accountable for establishing and executing the priorities for the Systems team that align with and support the University's strategic directions for online and technology-enabled learning and professional development. Provides direction and guidance to the Director and beyond (internal and external groups) regarding the future evolution of technology to support learning. Is seen as a thought-leader in this regard.
- **Physical and Sensory Demands:** Above normal frequency of meetings and interruptions due to involvement in internal and external consultations, as well as the stress of a multiplicity of conflicting priorities and demands on time, and responsibility for critical infrastructure. Minimal physical demands typical of an office position.
- **Working Environment:** Mostly office setting, although some travel required.