

Job Description

Job Title:	Undergraduate Studies Manager
Department:	David R. Cheriton School of Computer Science
Reports To:	Director of Undergraduate Studies
Jobs Reporting:	2184,2391,2461,3978,3995, 5279, 2330, 2228, 2301 Details at end of JD
Salary Grade:	USG 12
Effective Date:	February 22, 2017

Primary Purpose

The Undergraduate Studies Manager (USM) provides leadership to the Instructional Support Group (ISG) and the Undergraduate Operations team, and is responsible for the management of people, finances, technology, and processes that provide teaching support to the School, as well as actively participating in that support.

The incumbent ensures communication among the ISG, School Executives, Undergraduate Studies, Graduate Studies, course instructors, the administration of the School and the Computer Science Computing Facility group (CSCF), in order to promote the long-term stability and quality of teaching support for the undergraduate program.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Management and Leadership: Undergraduate Studies consists of several operating areas: ISG, Undergraduate Operations, and Academic Advising. The Undergraduate Studies Manager provides leadership and management of the activities of the Undergraduate Studies staff. This includes, but are not limited to, activities such as:

- Provide leadership and strategic guidance for undergraduate support as a whole
- Review Undergraduate Studies staff structure, instructional support needs and succession planning
- Manage full time, part time, and temporary staffing, and also oversee co-operative education staffing
- Hold employees accountable for performance through informal methods such as regular feedback and coaching, as well as the formal performance appraisal process.
- Assign work activities, monitor and evaluate the staff workload and work flow, in order to improve the work environment and establish efficiencies, and make some ISCs available for teaching on a fairly regular basis
- Provide and promote opportunities for training and professional development of Undergraduate Studies staff
- Resolve or refer atypical problems that arise in the teaching environment including differences with respect to course/lab delivery between staff and instructors

Technology and Resource Planning:

- Review, prioritize and manage the resource needs (people, equipment and space) of the undergraduate program
- Develop and maintain annual budgets for teaching support staffing (such as instructional support assistants and teaching assistants) and undergraduate office administrative expenses, and manage spending in accordance with budgets
- Maintain competitive salary rates for co-operative education staff working as Instructional Support Assistants, adjusting as needed to ensure high quality hires
- Identify challenges and issues that may affect the School's teaching environments and instructional support practices, and develop and implement solutions
- Identify need for new educational technologies and collaborates with technical staff (CSCF) to develop and introduce them
- Collaborate with technical staff (CSCF) on planning for upgrades to instructional computer labs
- Provide suggestions for and feedback on software development for use in undergraduate courses and labs

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- Coordinate ISG participation in the testing and piloting of software applications/projects supporting the undergraduate program
- Oversee the assignment of teaching assistants/markers in collaboration with the Graduate Office
- Participate in various School and University committees as determined by the Director of Undergraduate Studies in order to provide input about best practices, problems and strengths, and assist in strategic planning to improve the delivery of undergraduate courses and labs

Client Service: Assume responsibility for provision of instructional support to instructors and students for the undergraduate program. For example:

- Establish and maintain channels of communication between ISG and its clients, including faculty, staff and students
- Manage expectations of ISG's clients, and foster a collegial and cooperative relationship between ISG and its clients
- Monitor and evaluate the teaching environment to establish a positive atmosphere for student success. This would include collecting and summarizing information from various personnel engaged in undergraduate teaching and reporting verbally or in writing about problematic situations that arise in instruction.
- Identify and refer atypical problems concerning student academic success or conflict to the Director of Undergraduate Studies when these have not been resolved through more routine processes
- Maintain current knowledge of policies, procedures and resources that pertain to enrolled students in order to update staff, advisors and instructors of changes in a timely manner. Participate in relevant committees and councils, such as Undergraduate Academic Plans Committee (UAPC) and School Council, to ensure continuity

Communication:

- Make decisions about the best way to document and communicate policies and procedures related to administrative and instructional support
- Coordinate with staff responsible for maintaining various forms of communication for the School in order to ensure accurate and current information about undergraduate studies
- Write, edit and review procedural materials developed for undergraduate studies instructors, students and staff to ensure clear, correct and concise information
- Coordinate notifications of course cancellations and emergencies
- Write or revise in a user-friendly format, technical procedures and practices, materials and update these documents regularly
- Oversee the School's and ISG's archives of course materials and students' records related to undergraduate studies
- Ensure that faculty members and instructors have access to current information and advice about course support, and that the support staff know of instructor decisions in good time
- Ensure effective oral and written communication, as appropriate, with other groups within the University of Waterloo, such as Co-operative Education & Career Action (CECA), Students Success Office (SSO), AccessAbility Service (AAS), and Counselling Services

Teaching and Training:

- Teach undergraduate computer science courses as determined by the Director of Undergraduate Studies
- Provide substitute teaching as required during times of absence if an appropriate substitute cannot be scheduled in time
- Ensure continual improvements to the professional and technical training structure and content for co-operative education staff, including modification or redesign of training materials or development of innovative material for new training topics
- Oversee the organization of the orientation and on-going training sessions for co-operative education staff and teaching assistants

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Master of Computer Science, Software Engineering or closely related discipline. PhD preferred.

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Experience

- Extensive and progressive leadership and mentoring of professionals.
- A proven self-starter with the ability to identify issues, maintain confidentiality of information, and recommend opportunities for improvement, and provide advice on strategic directions.
- Experience developing and presenting pedagogical materials in Computer Science to large audiences.

Knowledge/Skills/Abilities

- Excellent interpersonal, analytical, and communication skills (verbal and written).
- Demonstrated use of sound judgement, tact, diplomacy and problem solving skills.
- Ability to build positive relationships with individuals of varying levels of education and skill.
- Must be able to work independently and as part of a team in a complex and dynamic environment with changing or conflicting deadlines.
- Knowledge of current computer hardware and software applications used in an undergraduate computer science or engineering environment. Knowledge of software development lifecycle and process.

Nature and Scope

- **Contacts:** Internally, in addition to the direct reports listed, communicate with the following to present, obtain and discuss information and problems, and to collaborate and reaches agreement: Director and Associate Director of Undergraduate Studies School Director and members of the School Executive School Administrative and Financial Officers Undergraduate Advisors Faculty members and instructors within the School Computer Science Graduate Office Computer Science Computing Facility (CSCF) Registrar's Office Student Success Office (SSO) AccessAbility Office Cooperative Education and Career Action (CECA) office Counselling Services
- **Level of Responsibility:** Manages a school-wide function or process that is highly specialized with direct reports
- **Decision-Making Authority:** Directly responsible for instructional support for the School of Computer Science. Establishes strategic directions for ISG within the confines of the School's strategic plan Makes decisions on timelines, budget allocation, staffing resources to meet established objectives Makes staffing decisions typical of those associated with a management position, in conjunction with the Administrative Officer Provides advice on technologies to be used with undergraduate teaching Responsible for implementing the resource plan once approved Make independent decisions typical of those associated with an Undergraduate instructor (e.g. grades, assignments, exams) Make decisions about the best way to document and communicate policies and procedures
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Regular exposure to computer hardware.
- **Working Environment:** .