

Job Description

Job Title:	Manager, Information Technology (IT)
Department:	School of Architecture
Reports To:	Director, Engineering Computing, and Administrative Officer (indirect)
Jobs Reporting:	Client Support Specialist, Multimedia Specialist
Salary Grade:	USG 11
Effective Date:	October 2022

Primary Purpose

The Manager, Information Technology (IT) is accountable for providing a wide range of information technology and media services to an academic unit within the Faculty of Engineering, assigned by the Director of Engineering Computing. The initial placement of this position will be in the School of Architecture, which is located on a satellite campus in Cambridge, Ontario and also operates facilities in Rome, Italy. The Manager's responsibilities encompass several functions including but not limited to, providing technical expertise; managing client requirements; resource management; leading technical staff; as well as managing the technology infrastructure, systems and services required to support the academic unit's teaching, research and administrative functions. The Manager is expected to lead changes to information technology and be flexibly responsive to the changing needs of the department on all levels. They are expected to remain technically current with the tools and applications that they are supporting, as well as emerging technologies related to those systems. The position includes management, responsibilities for the systems and infrastructure, as well as contribution to strategic planning for facility, operations, faculty and students' computing, fabrication and media needs.

On a day-to-day basis, the Manager functionally reports to the Administrative Officer in the academic unit.

Key Accountabilities

Systems and Infrastructure Management

- Manage computing environments and IT infrastructure systems including networking, servers, data backup, disaster recovery, servers to support administrative, teaching and research activities;
- Install, configure, and document new servers and applications;
- Serve as systems administrator for servers and services;
- Connect various computing platforms to the network and configure for optimum performance;
- Determine root cause of service issues and implements solutions that provide long term benefit and increased operational efficiency;
- Ensure information technology risks are mitigated and implement changes for continuous improvement;
- Act as liaison with Engineering Computing and IST to ensure that all information technology in the academic unit is compliant with appropriate IT hardware, software and University policies and practices;
- Establish service tracking processes and systems to ensure traceability, accountability and effective communication with stakeholders supported;
- Identifies resource needs, equipment requirements, and manages software and hardware availability;

Job Description



- Manage IT procurement for software, hardware equipment and technology for the academic unit;
- Assist faculty in the specification, planning and/or installation of hardware/software for research;
- Assess current and evolving information systems and technologies, evaluates potential acquisitions to resolve specific problems;
- Oversee the implementation, maintenance and retirement of systems, software and IT services for the academic unit;
- Oversee management of the academic unit's website; acts as Site Manager and controls user access for content editing; monitor website to ensure functionality and compatibility with various user platforms.

Computing/User Support

- Provide client support service for computing, fabrication and media related technologies throughout the academic unit;
- Ensure incidents and service requests are assigned and resolved within service level commitments, or escalate to Engineering Computing/IST as required;
- Provide guidance to IT staff to ensure the delivery of IT support is efficient and of a high standard;
- Collaborate with faculty and staff to determine individual computing requirements as well as specific requirements for proposed projects; ensures implementation of solutions to support these users;
- Provide technical expertise, support, procurement and implementation for the audio visual, digital fabrication technologies and media systems to support the academic unit's teaching, research and service missions.

Leadership

- Manage staff reporting to this position; ensure appropriate backup, support and cross training to maintain service levels and standards;
- Work collaboratively with teaching Faculty and other staff in and other the academic unit to support specialized software platforms and digital fabrication technologies;
- Develop an on-going strategic plan for IT applications to ensure the academic unit remains current in software, hardware and unit-specific applications and industry trends;
- Collaborate with faculty, staff and administration to strategically consider the short and-long term hardware and software needed to best support research and proactively address required curriculum changes;
- Promote knowledge of software and hardware used in the academic unit and allied disciplines; remain current in recent trends and development in the unit-specific academic disciplines and industry;
- Lead projects, set clear and reasonable expectations, provide ongoing feedback, ensure the delivery of results and establishes a strong foundation for performance through training and goal setting;
- Create and maintain a collaborative and positive work environment.

Other Duties

- Participation in committees and events as required;
- Maintain technical and operational documentation;
- Develop, document and implement technical support operating procedures;
- Manage supply store if applicable;
- Special projects and duties as assigned.

**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*

Job Description



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

<p>Education</p> <ul style="list-style-type: none">• Bachelor degree in Computer Engineering/Computer Science/Electrical Engineering/Information Systems or equivalent combination of education and related experience.
<p>Experience</p> <ul style="list-style-type: none">• Five years of professional IT experience supporting/managing complex networked systems.• Minimum three years of progressive leadership experience in an information technology service role.• Expert level knowledge and experience in computer systems management, networking and media systems management• Experience in a broad-based technology management in an academic environment is a strong asset.• Knowledge of architecture and design specific software and hardware is an asset, and willingness to acquire such knowledge is a requirement.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Demonstrated leadership and ability to work as part of a team in a collaborative environment.• Excellent communication and interpersonal skills to work effectively with all client groups.• Ability to use verbal and written communications effectively with audiences of a wide range of levels of technical knowledge and understanding.• Strong project management, organizational and problem solving skills coupled with the ability to manage multiple tasks, prioritize demands.• Ambitious, self-motivator with demonstrated ability to take initiative.• Process and detail oriented.• Technical knowledge of Linux, Unix Servers, MacOS Server, Windows Server, web server installation, maintenance, RAID systems, and security, Drupal, SharePoint, system administration, Active Directory, Group Policy Management, and installing & packaging software, considered an asset.• Possesses good knowledge of different software systems, client/server architectures and various compatibility requirements. Working knowledge of computer hardware including desktop and network servers, information security and awareness of capabilities or limitations of various configurations.

Nature and Scope

- **Contacts:** Must be able to use verbal and written communications effectively with audiences of a wide range of levels of technical knowledge and understanding. Capable of dealing with people experiencing high levels of stress. Significant relationships include members of the administrative/executive team within the academic unit; staff, faculty, students, visitors associated with the academic unit; IT staff across the University in individual and group contexts; technology specialists at other institutions and organizations; and technology vendors.
- **Level of Responsibility:** Under the direction of the Director of Engineering Computing and in partnership with Administrative Officer, this position is responsible for supporting the academic unit's information technology and media infrastructure and systems. The Administrative Officer and the Director of Engineering Computing jointly evaluate the incumbent's performance, with the AO focusing on non-technical aspects of the job.

Job Description



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- **Decision-Making Authority:** Responsible for developing recommendations and implementing strategies to ensure that the IT and Media support is delivering maximum effectiveness aligned with stakeholder needs.
 - **Physical and Sensory Demands:** Depending on specific responsibilities and stakeholder needs, there may be a need to lift and manipulate computing equipment, typically workstation class equipment up to 20 kg but occasionally servers and large printers.
 - **Working Environment:** Most work takes place in private offices in front of a computer workstation. Travel to staff and faculty offices and computing labs is regularly required. Hours of work are similar to standard office hours, with some flexibility in scheduling and the occasional requirement for work to be done outside of office hours for emergency situations or to minimize disruptions to clients. The position requires balancing competing demands of short and long-term projects, periodic interruptions when engaged in focused work, and the awareness that any errors may damage a large number of computing systems and/or affect the ability of clients and peers throughout the academic unit and in some cases the entire University to accomplish their jobs.