

Job Description

Job Title:	Collaboration Technologies Specialist
Department:	Information Systems & Technology
Reports To:	Manager Presentation & Media Production Technologies
Jobs Reporting:	None
Salary Grade:	USG 11/12
Effective Date:	October 2022

Primary Purpose

The Instructional Technologies & Media Services (ITMS) mandate is to maintain and evolve central teaching and learning facilities and to offer technical assistance and services to help enhance course content and delivery in the classroom and online. This position within ITMS is accountable to the Manager Presentation & Media Production Technologies and is responsible for providing campus expertise and evolution of the infrastructure, maintenance, and support model of instructional services in the areas of centrally managed video and web conferencing, investigation and implementation of new collaboration technologies and services as identified with the Manager, and mobile device investigations (primarily as applied to student computing). Collaboration technology communications and services are depended upon for courses, graduate theses, seminars, live events, training, meetings, conferences, and other applications.

In this provisioning and support role, ITMS collaborates with related areas such as Centre for Extended Learning (CEL), the Centre for Teaching Excellence (CTE), and Library. As workload permits, the Specialist supports applications of its services to other areas of the University outside the course and instructional areas such as research, media relations and promotions, and other campus collaboration activities/events/meetings. Within this ITMS mandate, the Specialist provides expertise to campus, recommends models for support and services, and evolves campus infrastructure and services in collaboration tools and facilities. Priority is given to supporting course and other academic activities, such as graduate thesis defenses. The Specialist responsibilities related to collaboration technologies include consulting on use in classrooms and other collaboration rooms, implementing/creating new tools and services when required, performance monitoring and upgrades, and instruction on how to use facilities and services. Advice and guidance on acquiring and using video and web conferencing systems and components is a significant aspect of the role. Other duties include projects to investigate new tools and services. Work requires technical and project skills, from consulting and conceptualizing, to executing and delivery, to project completion, and leadership in the area.

Key Accountabilities

The extent of the accountabilities listed below are dependent upon the incumbent's competency level as outlined in the Experience section.

Collaboration Technologies Design and Configuration

- Responsible for video and web conferencing infrastructure, room design (excluding academic e-classrooms), equipment purchase, set-up, support, recordings and consulting, streaming servers, and adopting new related instructional tools and services
- Provide expertise and skills towards the set-up and maintenance of collaboration technologies or the use of current campus infrastructure for these needs

- Collaborate with clients to understand their requirements and needs
- Investigate and present options towards solutions, including benefits/challenges, costs and sustainability/support considerations
- Guide the selection and implementation of collaborative technology solutions in a complex and rapidly changing solution space
- Initiate upgrades, verifies functionalities and tests system integrity
- Develop standards, best practices, and guidelines for dependable centrally managed and supported video and web conferencing services in heavy demand
- Interact with managers and senior staff of other units/departments and with vendors on planning for system-component upgrades and on monitoring for, reporting, and resolving problems.
- Coordinate installation and repair work with impacted stakeholders and external partners
- Perform troubleshooting and testing tasks.
- Collaborate with CTE to include pedagogical perspectives, when appropriate
- Ensure that safety protocols are followed
- May be required to serve on campus committees, on behalf of Manager
- Other duties as assigned

Collaboration Technologies Evolution

- Provide input for defining directions, strategies and roadmaps for collaboration technologies
- Understand the complex infrastructure components for maintaining the services (such as multi-point units, recording, streaming and play-back components, endpoint registration units, database, and administrative interfaces)
- Guide the infrastructure evolution from its design and technical specifications, to procurement and licensing, to installation, configuration, service pilots, and production
- Maintain familiarity with current instructional design direction, processes and applications (e.g. attend CTE and other pedagogical workshops and sessions, as appropriate)
- Develop a network of contacts to participate in and/or provide input to decisions on acquisition, implementation, and future direction of collaboration technologies
- Remain current with emerging technologies in the areas covered, including mobile devices for instruction, and advise Manager on these potential opportunities
- Recommend upgrades and purchases, when appropriate
- As guided by the Manager, define and manage projects to investigate, plan for and implement new collaboration technology and services
- Provide information and sessions on services and investigative topics
- Track usage of technologies under areas of support for reporting and planning

Support

- Support clients and other IST and ITMS groups by handling the logistics involved with the flawless execution of hybrid meeting or event details.
- Provide on-site/remote support, as required, during the execution of hybrid meetings and events
- Work with internal resources and stakeholders in the execution of projects involving collaboration technologies.
- Support the use of central infrastructure for managing connections, recordings, delivery, etc.
- Manage and track support requests and service-inquiry calls
- Provide recommendations and advise customers on costs and timelines for support/service requests.
- Develop proposals, specifications, and work schedules for basic to high complexity solutions and implementations.

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- Work with vendors and/or other IST staff to diagnose and resolve problems and to co-ordinate and install upgrades.
- Provide assistance with utilization problems including emergency response and troubleshooting, as well as user instruction and training
- Diagnose reported issues to determine whether the cause is software, hardware, or an end-user action, advise clients as appropriate, and complete/oversee repairs.
- Advise clients on options or alternatives and the cost of any requested changes
- Provide assistance with investigation of and preparation for deployment of new features
- Provide day-to-day technical guidance and work coordination, as well as mentoring and job supervision, when applicable.

Project Management

- Develop proposals, specifications, cost estimates, and work schedules for collaboration technology infrastructure, implementations, upgrades and other required changes/enhancements
- Confidently tackle complex project issues with senior leadership, team members, and clients
- Provide advice to constituency units (faculties, departments, etc.) with regards to collaboration technology planning
- Provide project management/leadership on medium to large projects
- Monitor the progress and quality of work assigned by ITMS to outside contractors
- Certify and sign off on design and configuration of work performed by designated internal and /or external resources in the area of expertise.
- Escalate and facilitate discussions for difficult project decisions

People Management

- Provide guidance and/or mentorship to less-experienced Specialists and co-op students under the general direction of the Manager
- Offer strong, effective communication skills to enable facilitation, negotiation, information flow, buy-in and stakeholder involvement.
- Evolve the understanding and communication of project and/or service roles and responsibilities and how they may relate to other areas of expertise (e.g. networking)
- Acquire trust and respect as a collaboration technology expert
- Recruit, hire and train co-op students to assist with collaboration technology services, based on demand and budget
- Directs and/or coordinates the work of team members to enable appropriate allocation of resources while accounting for skills, availability, training requirements, and distribution of work.

**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

- University degree or equivalent post-secondary education and/or experience required.

Experience

- Incumbent must have a strong understanding of IT and collaboration technologies, experience leading IT projects and implementing IT solutions, particularly collaboration technologies.

Each level of the Specialist position corresponds to an increase in depth and breadth of expertise, with simpler to more complex collaboration technology experience, support, leadership, troubleshooting, accountability, and project management. It is not the intent that every incumbent progress to the highest level.

USG 11: Collaboration Technologies Specialist I

Incumbents at this level are expected to have a demonstrated track record of leading technology projects, analyzing and selecting (or guiding the selection of) technology solutions, implementing and supporting technology, and decommissioning technology based on changing needs or end of life. Incumbents should have 3-5 years of experience with researching, supporting, implementing, and assessing straight forward or somewhat complex collaboration technologies. Incumbent should have experience meeting the needs, expectations, and deadlines of a broad group of stakeholders, some of which may at times conflict with each other.

USG 12: Collaboration Technologies Specialist II

Incumbents at this level are expected to have many years of experience managing collaborative technology projects, analyzing and selecting (or guiding the selection of) complex solutions, implementing and creating new collaboration technology systems and services, and strategically planning the evolution of collaborative technologies based on the market, the longevity of the technology, and changing needs. Incumbents at this level are expected to have strong negotiation, collaboration, conflict management, and client service skills and the ability to understand requirements across broad and diverse stakeholder groups, including the pedagogical alignment perspective. Incumbents must have experience with aligning collaborative technology solutions and plans with current and future infrastructures, identifying and planning for risks, planning for future budget needs while also working within current budgets, and working in an environment with typical stresses and pressures when meeting varying stakeholder expectations and deadlines.

Knowledge/Skills/Abilities

Each level of the Specialist position builds upon the prior levels. Details at each level will evolve in response to changes in technology and the needs of the University. Progression is in recognition of substantial increases in depth and breadth of expertise with technologies (configuration, installation, design, programming), products, and techniques, complemented by increases in teamwork, communication, problem solving, leadership, and accountability.

The following knowledge and skills should be developed according to the relevant USG level.

- Experience with implementation, testing, commissioning, monitoring and managing the evolution of collaboration technologies
- Effective oral and written communication skills and ability to communicate issues, concerns, solution options, and status to leadership and clients
- Ability to work and think independently and ensure deadlines are met
- Ability to analyze situations, make decisions, and solve problems under pressure
- Strong negotiation and interpersonal skills
- Project management skills, with demonstrated track record towards detailed planning and organization
- Ability to analyze, understand and effectively communicate between requirements and technical design and implementation
- Proven ability to work collaboratively with campus IT and management teams

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- Demonstrated capability to be proactive and predictive in changing demands and technologies while minimizing and identifying risk
- Knowledge of the collaboration technology market, trends, and solutions
- Excellent problem-solving and consulting skills and demonstrates thoughtfulness in decision making
- Knowledge and application of industry and University guidelines, policies, and standards
- Proficient with computers and standard office programs

Nature and Scope

- **Contacts:** The Specialist works closely with the staff in his/her unit, with the managers and staff in the other ITMS units, other IST groups, and other UW departments at different levels of the organization to support the evolution of services in a team-oriented approach. Clients are University-wide and external, including external vendors, instructors, academic programs, researchers, President's Office, students, staff, and special events coordinators.
- **Level of Responsibility:** This position is responsible and accountable for the overall results for the collaboration technologies area. This includes setting technical directions and standards, ensuring smooth and professional operations, defining budget, and procuring required technology. The job has specialized work with minimal supervision and provides guidance and training to others. Incumbents are responsible for achieving success for their assigned tasks by building effective, collaborative relationships with stakeholders.
- **Decision-Making Authority:** In consultation with the Manager and in alignment with the strategic plan and digital learning strategy, responsible and accountable for establishing the priorities for the collaboration technologies area. Makes on the spot decisions relative to course of action to remedy issues and to address some support requests. Develops installation and maintenance schedules.
- **Physical and Sensory Demands:** Must be able to lift and carry supplies and equipment at times. Ability to multitask in a busy work environment.
- **Working Environment:** Work is often performed under time constraints and to deadlines for deliverables. This position will be in contact with a wide variety of internal and external people at all levels of responsibility and must maintain excellent relationships. This requires excellent personal and communication skills. Exposure to stress and pressure to complete designs/installs and/or troubleshoot and fix issues based on client demands and timelines. Most duties are performed at a workstation; however, it may be necessary to work at locations on and off campus. This may on occasion entail carrying and setting up equipment. Some activities occur outside the normal business hours of the University; there is an understanding that staff in this position are willing to accommodate, on an infrequent basis, such assignments.