

Job Description

Job Title:	Manager, Student Information System
Department:	Information Systems and Technology
Reports To:	Director, Enterprise Resource Planning (ERP) Systems
Jobs Reporting:	Information Systems Specialists
Salary Grade:	USG 14
Effective Date:	September 2017

Primary Purpose

This position is responsible for the operations, overall strategic management and leadership of the Student Information System (SIS) within Enterprise Resource Planning (ERP) Systems group. This includes responsibility for the planning, design, development, implementation, support and consultation for a secure and sustainable Student Information System at the University. The manager is responsible for development activities and client support services related to the Student information System.

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.

Establishes the direction and priorities for SIS:

- Serves as an integral member of IST's Management Team
- Develops short-term and long-term plans for the evolution of campus information systems
- Facilitates the establishment of direction and priorities for SIS through collaboration with others
- Assists in the development of the ERP annual rolling plan, and budget
- Develops annual operational plan and budget for SIS

Within the ES group, ensures the effective utilization, deployment and development of human and capital resources

- Hires and develops his/her unit and participates in the building of overall ERP team
- Coaches, trains and develops employees to enable their professional development
- Conducts annual performance plan and regular reviews of direct reports

Core Services

- Effectively manages the successful delivery of projects and programs in conjunction with the Portfolio Management group (PMG).
- Leads the process to define business requirements in concert with functional partners and campus stakeholders
- Completes applications development of new or modified business functionality
- Performs Quality Assurance and Testing in order to deliver high quality services
- Provides Solutions Design and Consulting support to Academic Support Departments

Applications Implementation

- Supports the acquisitions process (including RFI/RFP)
- Implements enterprise solutions
- Implements large and small application updates
- Works within a federated governance model to enable decision making

Systems Integration

- Ensures integration with other enterprise applications
- Implements connectivity with applications external to the University (e.g., banks)
- Provides internal inter-systems support (e.g., Financial System, HR System, etc.)
- Provides support as needed for EBI, Student Portal, Open Data and like initiatives

Infrastructure and Support

- Ensures the requisite production support
- Provides support for and incorporation of guiding principles for architecture and infrastructure, e.g., usability, accessibility, scalability, adaptability, security and privacy.
- Supports and develops application architecture
- Supports, develops and adopts standard software development methodologies

Client and Vendor Relationships

- Establishes and maintains strong relationships with the leadership team and key representatives of the Administrative Support Departments of the University and/or Faculty representatives
- Manages the day-to-day relationship with external technology partners

Required Qualifications

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

Education

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

Experience

- Minimum 10 years of experience with a proven track record of achievement and success within a complex Information Technology environment.
- 2 to 4 years of leadership responsibility managing mid-sized teams, and influencing senior-level management and key stakeholders.
- Certification from recognized authority is an asset (e.g., PMP certification from the Project Management Institute [PMI], Change Management Specialist, ITIL, etc)
- Competencies will include people management, information system products, tools, development frameworks as well as interpersonal, organizational and communication skills.

Knowledge/Skills/Abilities

- Strong communication and interpersonal skills required
- Proven project management skills, with demonstrated track record
- Previous management/leadership experience and team-building skills
- Ability to analyze, understand and effectively communicate between business requirements and technical design and implementation
- Budget planning and management required
- Working knowledge of applications being implemented
- Problem-solving, negotiation and decision-making skills to influence management, as well as internal and external partners
- Works well with others in an integrated multidisciplinary and multi-stakeholder team environment
- Self-motivated and a problem solver
- Experienced in facilitation and negotiating
- Computing Skills
 - MS Word, Excel, PowerPoint - Intermediate
 - Application and Middleware Technology - Intermediate
 - Project Management - Intermediate
 - Development Tools, Methodologies and Frameworks - Advanced

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| ○ Application Architecture - Intermediate |
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Nature and Scope

- **Contacts:** External contacts include vendors and relevant government agencies, representatives of other academic institutions, etc. Internal contacts include staff and senior management across campus. In conjunction with the director, nature of interaction varies from client/vendor to information sharing to influencing, collaboration/partnership. Relationship management.
- **Level of Responsibility:** The position is responsible and accountable for the overall results of the Student Information Systems team.
- **Decision-Making Authority:** In consultation with the director, responsible and accountable for establishing the priorities for the Student Information Systems team.
- **Physical and Sensory Demands:** Minimal demands typical of a management position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a managerial position exposed to stress and pressure associated with management level responsibilities.