

Job Description

Job Title:	Technology and Continuous Improvement Manager
Department:	Co-operative and Experiential Services (CEE)
Reports To:	Director, CEE Services
Jobs Reporting:	Production Manager, Business Systems Analyst, Analyst (testing)
Salary Grade:	USG 13
Effective Date:	January 2018

Primary Purpose

The Technology and Continuous Improvement Manager is a highly collaborative business-facing role accountable for identifying and implementing new capabilities to the business and ensuring continuous improvement of the existing systems. A focus will be placed on understanding the coop and experiential education business operations and identifying opportunities where existing technology and capabilities can be enablers of business success and optimizing ongoing operations.

Key Accountabilities

Identify, prioritize, lead and contribute to strategic projects to turn long-term strategies into actionable solutions. These types of projects require the ability to think and understand the department's strategy in light of evolving economic, academic and service requirements and drive that down to deliverables and action items. It also requires knowledge of many different technology areas as well as knowledge of business processes. Support will include, but is not limited to:

- Provide and integrate detailed knowledge of business strategy, business systems, and current and emerging technology capabilities together to ensure business needs are continually met.
- Identify opportunities involving business systems and reliable information technology solutions.
- Working with external vendors and IST, the role is accountable for the management of dollars paid to external vendors for continuous improvement work ensuring value for all stakeholders groups.
- Provide senior management with advice and a decision-making framework to assist with strategy and action-plan development.
- Execute large complex projects ensure appropriate project management, end-to-end analysis, development of options and recommendations, and implementation support is delivered
- Accountable for monitoring CEE business systems to ensure the appropriate practices and processes to work effectively internally and externally.
- Work with managers to develop new business systems or assist in the adoption of process improvements in response to needed changes.
- Develop productive, collaborative working relationship with relevant colleagues and campus partners.

Technology - Business Systems Improvement

- Working closely with other CEE teams, campus partners and external vendors, research and provide technology solutions to support business problems.
- optimizes the application of technology supporting business processes for CEE
- Ensure business systems are defined, documented and produce repeatable, reliable results.
- Ensure change control systems are understood and adhered to
- Keep abreast of new technology

Job Description



- Accountable for testing and approving new builds from external vendor (WaterlooWorks)
- Provides tier 3 support to Co-op and other CEE help desks
- Working with IST, ensures all CEE team members have technology required to do their jobs including the support for 50+ individuals working from home offices.

Continuous Improvement

- Build and execute a continuous improvement program for all units within the CEE portfolio. This includes determine appropriate methodologies, tracking of results and demonstrated improvements resulting in increased efficiency, reduced time, increased service or dollar savings.

Centralized production

- Accountable for a sub team accountable for centralized support for CEE production systems. Each business unit in CEE will have separate teams accountable for managing their processes, this team provides oversight and manages the execution of centralized tasks and provides tier 2 support to business units help desks.

Lead and manage direct reports and ensure the delivery of results in support of CEE's mission, vision and guiding principles including:

- Directly manage a business system analyst, an analyst with a testing specialty and a manager with a team of 5 supporting centralized functions for all CEE.
- Hiring, developing and retaining the best qualified staff available from inside or outside UW.
- Setting goals and expectations and helping employees create clear paths to success.
- Developing effective work team dynamics.
- Ensuring appropriate back up, support and cross training to manage capacity.
- Holding employees accountable for performance including consistent application of business processes.
- Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.
- Identifying development opportunities in others and co-creating with the employee a development plan; regularly following up on the progress of development.

Provide overall leadership to the organization by:

- Personally championing mission, vision and guiding principles and playing a leadership role in bringing them to life.
- Providing leadership, direction and strategic planning for Co-operative and Experiential Education team with a specific focus on co-operative education.
- Monitoring business practices to ensure that Co-op has the appropriate practices and processes to work effectively for all stakeholders both within and external to the University.
- Leading the development of new capabilities required by the introduction of new systems, tools or processes.
- Developing productive, collaborative working relationships across CEE and the University
- Leading or contributing to the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance.
- Developing internal/external customer service standards, monitoring satisfaction with service delivered and taking action to restore and enhance service quality.

Required Qualifications

Education

- University undergraduate degree in Business Administration, Operations Management, information technology or equivalent education and experience.

Experience

Job Description



- Minimum of 5 years' experience with technology solutions including databases, security and infrastructure.
- Minimum of 5 years' experience in business process analysis, design and continuous improvement methodologies is required
- Minimum of 5 years' experience with enterprise business systems is required
- 5+ years' experience in a people management and leadership role, including a track record of performance management with direct reports

Knowledge/Skills/Abilities

- Strong technical skills including general knowledge of hardware, security, and the UW technology environment.
- Strong knowledge of software systems, WaterlooWorks is an asset
- Strong analytical skills
- Demonstrated ability to execute continuous improvement initiatives
- Knowledge of CEE business units is an asset
- Knowledge of lean process methodology or six sigma methodologies and project management would be an asset

Nature and Scope

- **Contacts:** Key contact with many support units across campus including Registrar's office and IST. Works closely with several external vendors. Must build strong relationships with managers across CEE to achieve continuous improvement objectives.
- **Level of Responsibility:** Makes decision impacting operating success of UW's coop and other experiential education programs. Ensures CEE staff members have technology required to do their jobs. Accountable for effective use of funds with external vendors. Track record of leading initiatives and providing guidance and coordination of staff, partners and vendors; the ability to present ideas and options to the business; be the CEE expert in technology, process improvement, developing standards and practices of application deployment and support.
- **Decision-Making Authority:** Determines which continuous improvement activities will be completed. Determines how external dollars are spent on hardware, with administrative system (WaterlooWorks) vendor, and the coop interview day paging system.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a position in a very busy, customer focused office environment with constant interruptions.
- **Working Environment:** Moderate on-call expectations to support evening/weekend activities related to Core Employment Process. Evening/weekend work during system upgrades and service support during coop interview periods.