

## Job Description

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<b>Job Title:</b>	Manager, Educational Technologies
<b>Department:</b>	Information Systems & Technology
<b>Reports To:</b>	Director, Instructional Technologies & Media Services (ITMS)
<b>Jobs Reporting:</b>	Information Systems Specialists
<b>Salary Grade:</b>	USG 14
<b>Effective Date:</b>	October 2024

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### **Primary Purpose**

The Instructional Technologies & Media Services (ITMS) mandate is to maintain and evolve central teaching and learning technologies and to offer technical assistance and services to help enhance academic and non-academic course content and delivery in the classroom and online through synchronous, asynchronous, and blended modes of delivery. This position is accountable to the Director, ITMS for the strategic management, planning, evolution, and leadership of the people, technology, services, and processes that provide central educational technology software solutions to the University community, within the Manager's unit and areas of expertise, as well as actively participating in those services. The Manager and Educational Technologies team work collaboratively with other groups in IST, and with other campus partners who support the use of educational technologies for teaching and learning, in particular the Centre for Teaching Excellence (CTE), Centre for Extended Learning (CEL), Library, Bookstore, the faculties, Office of the Registrar, and others. While the current mandate for this group is support of educational technologies in teaching and learning, the Manager will provide services and support for some centrally supported educational technologies used by staff for purposes outside of teaching and learning.

### **Key Accountabilities**

#### **Liaison/Relationships**

- Act as an integral member of the IST management team and represent IST in university-wide projects and committees.
- Work with campus IT, faculty IT, and management teams to effectively cooperate and establish requirements to extend the scope and increase the quality of educational technologies and services.
- Build relationships with external groups and other higher education institutions
- Build and maintain working liaisons with university faculty, administration, staff, and students to understand their needs and teaching and learning strategic directions
- Collaborate with educational technology support partners. Uphold support partnership agreements, where they exist, and assist in creating and maintaining new agreements, as needed.
- Participate in and ensure regular communication and collaboration with educational technology governance groups and other related groups or committees to enable appropriate decision making and change management
- Manage relationships with external technology partners/vendors. Escalate issues, monitor agreements and deal directly with vendor's senior management to ensure Waterloo is receiving appropriate support and delivery of products

#### **Educational Technology Ecosystem Evolution and Priorities**

- Develop expert knowledge and experience with all centrally supported educational technology software environments, especially the current learning management system, and how these technologies can and should be used for different pedagogical approaches.
- Research and collaborate with partners, stakeholders and Director to understand and manage the impact of changes and trends in the educational technology ecosystem, in alignment with university teaching and learning goals and strategies.
- Assess new and current technologies, evaluate potential acquisitions, and formulate either development and implementation plans or decommissioning and transition plans to achieve solutions to requirements. Define the scope and tasks of resulting projects. Prepare resource requirements, cost estimates, and staff commitments. Recommend configurations for major acquisitions of technology and services. Present recommendations to IST, educational technology governance, stakeholders, and campus IT management teams as appropriate.
- Research and plan for the short and long term evolution of supported educational technology software, ensuring a robust, sustainable and efficient ecosystem of teaching and learning technologies
- Assess, research and provision innovative new ways educational technologies can support pedagogical directions and modes of delivery
- Facilitate the establishment of direction and priorities for educational technologies through collaboration with Director, governance, stakeholders and support partners

### **Core Services**

- Establish and implement appropriate service-level objectives and performance indicators for all relevant facilities and services. Analyze service statistics and performance indicators to understand trends and formulate proposals for improvements.
- Lead the process to define requirements in concert with support partners and campus stakeholders
- Assess technologies and make recommendations on appropriate acquisitions or application retirements. Support and lead the acquisition and implementation, or retirement processes
- Plan for and maintain appropriate responses to recover from failures of critical educational technologies.
- Provide educational technology collaboration planning and consulting support towards instructional activities and to campus departments, as requested.
- Educate staff regarding the purpose of projects, the general outcomes expected, and the required completion timeframe.
- Schedule operational and project tasks, assign staff, monitor performance, manage risks, and report progress.
- Monitor and plan for appropriate resource capacity based on operational and project requests and priorities
- Ensure central educational technology software is appropriately supported in a sustainable and transparent manner. Work to promote standard educational technology intake and support processes and expectations
- Promote regular two-way communication with stakeholders via multiple channels such as governance committees, a centralized educational technology hub, forums, and relevant external groups and/or vendors.
- Comply with and promote the University's policies and guidelines related to information systems and technology, and teaching and learning
- Schedule around academic term timelines and activities, maintenance needs, emergency support, available capacity, and possible vendor availability

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- Navigate the procurement process according to university policies and processes and hold accountable relevant vendors to ensure delivery of quality services that are cost-effective within the relevant timelines

### **Effective utilization, deployment and development of human and capital resources**

- Evaluate and hire applicants for available positions on team
- Coach, train and develop employees to enable their professional development
- Conduct and execute performance plans and regular reviews of direct reports
- Contribute towards management of the central educational technology software budget, in collaboration with Director

*\*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**

- 2-4 years of leadership responsibility managing mid-sized teams and influencing senior-level management and key stakeholders.
- 5-10 years of progressive experience with a proven track record of achievement and success within Information Technology, preferably with educational technology software.
- Competencies will include people management, strategic thinking, resource capacity planning, information systems/software and technologies, as well as interpersonal, organizational, project management, and communication skills.
- Pedagogical experience is an asset

### **Knowledge/Skills/Abilities**

- Experience with installing/setup, testing, commissioning and managing the evolution, including planned retirement, of custom and acquired technology (educational technologies is preferred)
- Excellent problem-solving and consulting skills and demonstrated thoughtfulness in decision making
- High degree of experience in leading change
- Budget planning and management experience
- Strategic planning experience
- Strong written and verbal communication, negotiation, and interpersonal skills
- Excellent management, leadership, and team-building skills
- Excellent ability to manage tasks and responsibilities
- Demonstrated capability to be proactive and predictive in changing demands and technologies while minimizing and identifying risk
- Deductive and investigative skills to identify and diagnose complex, non-intuitive problems
- Proven success interacting with a wide variety of clients and teams, internally and externally, under stressful conditions. Experience working with faculty and students is preferred.
- Demonstrated experience managing escalation of service issues and timely resolutions
- Exceptional time management skills
- Negotiation skills to influence management, as well as internal and external partners and stakeholders

- Demonstrated ability to work well with others in an integrated multidisciplinary and multi-stakeholder team environment
- Experience in collaborating on RFPs and negotiating vendor agreements is preferred
- Advanced expertise of educational technology software, applications and tools and how they can be applied to pedagogical approaches is preferred
- Excellent project management skills, with demonstrated track record towards detailed planning and organization of large and complex projects is preferred
- Computing skills
  - Microsoft Word, Excel and Powerpoint – Intermediate
  - Other – Basic, Intermediate, Advanced – as required

### **Nature and Scope**

- **Contacts:** The Manager works closely with the staff in his/her team, with the managers and staff in the other ITMS teams, other IST groups, other UW departments, and external groups, government agencies, higher education institutions, or vendors at different levels of the organization to support the evolution of educational technology services in a team-oriented approach. The Manager also works closely with faculty and students.
- **Level of Responsibility:** This position is responsible and accountable for the overall results for the central educational technology team. This includes setting technical directions and standards, ensuring smooth and professional operations, responsibly setting and allocating budget, and procuring required technology. This position is accountable for the safety of the work environment for staff and ensuring staff have the appropriate safety training.
- **Decision-Making Authority:** In consultation with the Director and appropriate governance bodies, responsible and accountable for establishing the priorities for central educational technology software.
- **Physical and Sensory Demands:** Minimal demands, typical for a managerial position in an office and job site environment.
- **Working Environment:** Office and campus based, although it may be necessary to work at locations off campus from time to time. Stress and pressures typical of a managerial position in a fast response support environment with time constraints and deadlines. Normally, the Manager carries out all responsibilities during UW business hours. However, the Manager must occasionally work outside of UW business hours and might infrequently be called upon to work outside of UW business hours if emergency conditions warrant.