

## Job Description

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<b>Job Title:</b>	Manager, Residence Business Technology and Systems
<b>Department:</b>	Housing and Residences
<b>Reports To:</b>	Director of Housing
<b>Jobs Reporting:</b>	Functional User Analyst
<b>Salary Grade:</b>	11
<b>Effective Date:</b>	June 1, 2017

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### **Primary Purpose**

Reporting to the Director of Housing, the Residence business technology and systems Manager is a highly collaborative business-facing role accountable for identifying and implementing new capabilities to the business and ensuring existing systems continue to meet Housing and Residences' needs. The ideal candidate will have a 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 knowledgeable in user experience design, process improvement, developing standards and practices of application deployment and support. A focus will be placed on understanding the residence business operations and identifying opportunities where existing technology and capabilities can be enablers of business success and optimizing ongoing operations.

### **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.*

#### **Lead and facilitate stakeholders with an interest in residence business technology and systems using project management tools and best practices**

- Ensure structures are in place so that resources are focused on priority projects, delivering the anticipated results that support Housing and Residences' strategic direction.
- Provide project, system and/or change management support directly or indirectly to the entire department.

#### **Lead and facilitate an ongoing process to define, stabilize and optimize residence business technology and systems**

- Lead and facilitate cross-functional team(s) to ensure results are delivered which align with other relevant business systems in the department and at the university.
- Ensure business systems are defined, documented and produce repeatable, reliable results.
- Ensure change control systems are well understood and adhered to.
- Ensure quality control and risk management structures are in place and monitored regularly.
- Keep abreast of new developments and technology related to business systems

#### **Identify, prioritize, lead and contribute to strategic projects, in collaboration with Information Technology colleagues and other partners, 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.**

##### **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.
- Apply any of the areas of expertise within the Residence business technology and systems group or closely related campus partners to large complex projects: project management, end-to-end analysis, development of options and recommendations, and implementation support as required.
- Provide senior management with advice and a decision-making framework to assist with strategy and action-plan development.

## Job Description



- Actively promote the use of effective data and document management systems to capture business processes across the organization to promote a design thinking approach, standardization, quality assurance, risk management, and evidence-based decision-making.

### **Lead, manage and collaborate with direct reports, business colleagues, campus partners and/or vendors to ensure the delivery of results in support of Housing and Residences' strategic direction.**

- Supervise 1-2 business analysis roles and work closely with six staff in the business, including five managers
- Manage the services provided to the business by Information Systems and Technology (IST), particularly those by Enterprise Systems, Client Services and Network Services, and others as needed to ensure business systems are well maintained and developed. Includes ongoing work with 15 IST staff, including 3 or more managers, serving the business.
- Provide ongoing information and context needed for business colleagues, campus partners or vendors to be effective.
- Play a central role in aligning the needs of the business with the capabilities delivered by IST or others, and serve as a "translator" between groups.
- Hire, develop and retain high quality staff to support business systems.
- Utilize effective work team dynamics to set objectives and create a culture, which sets those involved with residence business technology and systems up for success.
- Ensure appropriate back up, support and cross training to manage capacity.
- Manage performance through formal and informal methods.
- Ensure relevant professional development opportunities are in place which position residence business system for continual success.
- Actively participate in the ongoing management of resources to ensure they are effectively and efficiently used.

### **Provide overall leadership to the organization by:**

- Role modeling to promote execution of strategic actions important to Housing and Residences.
- Monitor business systems to ensure that Housing and Residences has the appropriate practices and processes to work effectively internally and represent uWaterloo 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.
- Lead the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance.
- Develop service standards along with tools and systems to monitor and analyze performance.

## **Required Qualifications**

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

### **Education**

- University degree in business administration, operations management or related field is required

### **Experience**

- Five years' experience in business process analysis, design and continuous improvement methodologies is required
- Five years' experience leading and managing teams is required. Ideally, experience indirectly managing staff or service providers.
- Five years' experience with enterprise administration business systems is required
- Demonstrated experience managing single or multiple project work streams would be an asset (schedule management, issue management, risks and mitigation, quality management, status reporting, change controls, budgets, etc.)
- Experience with Enterprise Resource Planning (ERP) systems is required.

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

- Project Management Professional (PMP) certified would be an asset

## Job Description



- Prior experience and a talent for interfacing with a wide variety of people including: system users, technical staff, subject-matter-experts, steering committees, business sponsors and executives to meet or exceed various stakeholder expectations through to the successful completion of the project
- Strong written and oral communication and presentation skills. Able to effectively communicate with teams, business project stakeholders and/or partners and/or clients in a mutually beneficial and professional manner
- Knowledge of systems development, business analysis and software quality assurance methodologies
- Effective negotiation skills
- Positive, energetic, and enthusiastic
- Proven experience in effectively working with IT teams

### **Nature and Scope**

- **Contacts:** Primarily interacts with Information Systems & Technology (IST) staff along with Housing and Residences staff. Mostly at the management level but will interact with front-line staff regularly. Occasional interactions with external vendors.
- **Level of Responsibility:** Responsible to ensure information technology needs met through oversight of IST resources dedicated to serving Housing and Residences.
- **Decision-Making Authority:** Responsible for all processes, including ensuring effective execution, related to meeting the IT needs of Housing and Residences. Will lead/guide the creation of departmental IT related policies/positions with input from all relevant stakeholders by both the business and service providers.
- **Physical and Sensory Demands:** Minimal physical demands. Will involve considerable time at a laptop or desktop computer reading/typing.
- **Working Environment:** Office based job. Moderate to high number of meetings that may require travel across campus given the locations of residences and primary IST office spaces.