

Job Description



Job Title:	IT Manager
Department:	Federation of Students, University of Waterloo
Reports To:	Director of Operations & Development
Jobs Reporting:	System Administrators, Enterprise Application Integration Developer, Senior Enterprise Application Integration Developer
Salary Grade:	USG 11
Effective Date:	August 2019

Primary Purpose

This position is responsible for supervising the Information and Technology department for the Federation of students. The role facilitates setting annual goals, strategic analysis of the department and implementation of areas of the organization's long-range plan under the department's purview. This position provides constant leadership to the department, staff and students. Responsibilities include ensuring privacy laws, and Federation and University IT and business policies are followed organization-wide including throughout numerous commercial units, service units, societies, clubs, support departments, and special services. With the turnover of the highest decision makers each year, there is constant coaching and functional direction required.

Key Accountabilities

Lead IT department in establishing department's priorities and direction to help meet the goals and objectives of the Federation of Students.

- Consults with student executive and other senior management to set organizational IT goals and priorities and ensures effective implementation of goals and solutions
- Explores and implements innovative uses of technology to expand client-facing services and improve service levels
- In conjunction with senior management, oversees the development and maintenance of the long and short term IT strategic plan
- Establish IT service catalogue and service levels with senior management and ensure deliverables are met
- Leads the continuous improvement of business processes

Manage the design, development and deployment of IT infrastructure and applications to ensure business is meeting service levels and ready for the future.

- Fulfills the role as chief architect charged with overseeing the development, implementation and maintenance of IT infrastructure and their life cycles
- Oversees administration of all web/software applications and databases to ensure appropriate access controls, service levels, business performance and readiness for the future
- Provides project management for large software development projects
- Ensures multi-tier data backup processes are implemented, maintained and optimal for recovery
- Develops and reviews the disaster recovery plan and oversees Disaster Recovery Plan testing

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- Manage service request que to meet/exceed service level targets
- Gathers business data from information systems to help solve complex business scenarios and help with management decision making

Responsible for compliance with privacy, software licensing, physical & network and system securities of IT infrastructure, applications and company data.

- Establish, maintain and enforce a privacy policy for the Federation of Students
- Primary contact for all privacy matters and requests for access to information
- Ensures licensing compliance and support contracts are current to meet service level targets
- Oversee and ensure security compliance of the Federations desktops, servers and infrastructure to meet or exceed industry standards

Responsible for the Staffing, Budgeting, & Procurement

- Participates in the hiring and development of all IT personnel
- Coaches, trains and develops direct reports through regular meetings/reviews and providing professional development opportunities
- Conducts annual performance appraisal and goal setting with team members
- Approves annual performance plans of all direct reports
- Works with senior management and executive leadership to develop the annual IT budget
- Drives the hardware and software acquisitions process for all capital expenditures (including RFI/RFP) to ensure compliance with company purchasing policies
- Establishes relationships with key representative within IST, manufacturers, suppliers and service providers

**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

- Completion of a degree in computer science and/or equivalent work experience.

Experience

- 5+ years' experience in an Information Technology role managing a team with a proven track record of achievement and success in projects.
- Project Management experience in managing computing deployments for applications used by 10k + users
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Knowledge/Skills/Abilities

- Expert understanding of Microsoft Office 365 Suite administration
- Expert understanding of Enterprise Resource Planning administration-Microsoft (Microsoft Business Central an asset)

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- Expert understanding of modern business application and middleware technology
- Expert managerial understanding of modern development tools &, programming methodologies (agile/waterfall)
- Expert understanding of the architecture of computing infrastructure
- Expert understanding of managing a Virtualized Desktop Environment (VMWare certifications, an asset)
- Expert level communication skills
- Expert ability in problem solving and working with project deadlines

Nature and Scope

- **Contacts:** Internally, communicates with senior management of all Feds groups and departments and at all levels to deal with, influence and motivate others, and to promote, justify and settle highly sensitive matters. The role is also responsible for maintaining and growing partnerships with other on campus partners such as IST and other computing departments. Externally, this position will have significant senior contacts with customers and suppliers and will be involved in settling highly sensitive, confidential matters that are critical to the organization
- **Level of Responsibility:** The position is responsible and accountable for the day to day management of the department in addition to strategic planning and development of the department Responsible for direct supervision of the IT team.
- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for the department and addressing the changes to strategic business plans by consulting directly with the senior management as appropriate. The role will manage resources on a day to day to best meet the computing needs of staff & student members. Any service outages/interruptions or large capital purchases must be brought to senior management for discussion/direction.
- **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 management position exposed to stress and pressure associated with senior level responsibilities. Normally, the IT Manager carries out all responsibilities during regular business hours. However, at times they must occasionally work outside of regular business hours to direct the introduction of new technology into the production environment, and might infrequently be called upon to work outside of regular business hours if emergency conditions warrant.