

## Job Description



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<b>Job Title:</b>	Manager, Client Services
<b>Department:</b>	Information Systems & Technology
<b>Reports To:</b>	Director, Client Services
<b>Jobs Reporting:</b>	Client Support Assistants, Client Support Specialists, Computing Consultants, Senior Computing Consultants
<b>Salary Grade:</b>	USG 14
<b>Effective Date:</b>	April 2017

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### **Primary Purpose**

The Manager is accountable to the Director, Client Services, for the management of the people, technology, and processes that provide service to the University, within the Manager's unit and areas of expertise, as well as actively participating in that service. The Manager must work closely with other managers to coordinate implementation of projects not specific to any one manager's area of expertise.

There are 4 units within Client Services. Each unit has a manager.

- **Customer Relations and Support**
  - IST Account representatives for Academic Support Departments and the Faculties
  - Service Level Agreements
  - Application champions/contacts
  - Training
- **Training, Licensing and Communications**
  - IST Communications Officer
  - Application Champions/Contacts Coordinator
  - Software Site Licensing
  - Service Catalogue
  - Training Coordinator
  - Web Migration and Training
  - Web Accessibility
- **Service Desks**
  - Computing Help and Information Place (CHIP)
  - Residence Service Desk
  - Extended Hours Service Desk
  - Media Loans
- **Web Development and Support**
  - WCMS Development
  - Web Development (e.g. Student Portal)
  - Open Data

The Manager is responsible for management of the staff and technical infrastructure of one unit within Client Services, reporting to the Director, Client Services. Each unit is staffed by client support assistants, client support specialists and consultants. Some units have one or more supervisors. The number of staff in each unit varies from

## Job Description

6 to 17. Each unit has responsibility for all aspects of service delivery related to the unit, and defined in some cases by Service Level Agreements.

The position requires that the Manager possess planning and leadership skills, communication and presentation skills, and ability to effectively manage the tasks and responsibilities, within their respective areas of responsibility.

The Manager must have technical expertise at the highest Consultants' level (USG 12/13) and must be prepared to spend significant effort in technical initiatives, in addition to management duties.

The Manager must establish and maintain the respect and confidence of the IST management team and of those responsible for related facilities and services in academic and academic-support units throughout the university, where applicable, and must work closely with them to support their efforts. The Manager must take the initiative in evaluating relevant new technologies and working with IST and client-constituencies management to exploit these opportunities. The Manager must be familiar with, comply with, and promote the University's policies related to information systems and technology.

The Manager has on-going responsibilities for unit supervisors and assigned staff, including the assignment of work, provision of direction, performance reviews, and recommendations for hiring, promotions, reclassifications, and disciplinary issues. The Manager must exercise tact and diplomacy in directing the work of professionals and allocate their assignments so as to create a productive work environment and career opportunities. The Manager co-operates with the rest of IST management on general issues of IST staffing, career paths and staff mobility within and among groups, the establishment of procedures and standards, monitoring staff performance and focusing staff efforts on University goals in response to changes in technology, the university environment, and IST priorities.

### **Key Accountabilities**

<p><b>IST Liaison</b></p> <ul style="list-style-type: none"> <li>Work with campus IT and management teams to improve the quality of facilities and services. Represent IST in university-wide projects and committees. Promote effective co-operation of Faculty IT support staff, academic support IT staff, and IST staff. Interact with vendors and other external organizations.</li> </ul>
<p><b>Technology assessment and project formation</b></p> <ul style="list-style-type: none"> <li>Assess technologies, evaluate potential acquisitions, and formulate development and implementation 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 hardware, software, and services. Present recommendations to IST and campus IT management teams as appropriate.</li> </ul>
<p><b>Facility and service development</b></p> <ul style="list-style-type: none"> <li>Educate staff with regard to the purpose of projects, the general outcomes expected, and the required completion time-frames. Schedule tasks, assign staff, monitor performance, and report progress.</li> </ul>
<p><b>Facility and service operation</b></p> <ul style="list-style-type: none"> <li>Work with IST management to establish and implement service-level objectives for all relevant facilities and services. Assess technologies and equipment necessary for monitoring the operation of all components and make recommendations on appropriate acquisitions.</li> </ul>

# Job Description



### Staff training and development

- Provide direction and functional guidance to assigned staff. Recommend training and acquisitions to extend abilities. Establish and carry out specific professional-development programs. Conduct annual performance evaluations. Recommend promotions and/or re-classifications when appropriate. Participate in evaluating applicants for available positions and make hiring recommendations.

### Required Qualifications

#### Education

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

#### Experience

- Three or more years of supervisory experience with the proven ability to develop and mentor staff.
- 2 to 4 years of leadership responsibility managing mid-sized teams, and influencing senior-level management and key stakeholders.
- Competencies will include people management, information system products, tools, development frameworks as well as interpersonal, organizational and communication skills.

#### Knowledge/Skills/Abilities

- Strategic planning
- Strong communication and interpersonal skills
- Excellent project management skills, with demonstrated track record
- Ability to analyze, understand and effectively communicate between business requirements and technical design and implementation
- Excellent management, leadership, and team-building skills
- Excellent verbal and written communication skills and the ability to manage tasks and responsibilities are required
- Demonstrated ability to organize and chair meetings/seminars with colleagues and clients.
- Proven ability to work collaboratively with campus IT and management teams
- Demonstrated capability to be proactive and predictive in changing demands and technologies while minimizing and identifying risk
- Detailed planning and organization of large and complex projects
- Interpersonal, customer service, communication (oral and written), problem solving, analytical, and time management skills
- Deductive and investigative skills to identify and diagnose complex, non-intuitive technical problems
- Ability to interact with a wide variety of clients under stressful conditions is an asset

MS Word	Excel	PowerPoint	Other
Intermediate	Intermediate	Intermediate	A minimum of 3 years' experience in the assigned functional area in a senior role.

### Nature and Scope

## Job Description

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- **Contacts:** The Manager works closely the staff/supervisor(s) in his/her unit, with the managers and staff in the other Client Services units, other IST groups, and other UW departments to support the evolution of services in a team-oriented approach.
- **Level of Responsibility:** The position is responsible and accountable for the overall results for a specific Client Services area.
- **Decision-Making Authority:** In consultation with the Director, responsible and accountable for establishing the priorities for a specific Client Services area.
- **Physical and Sensory Demands:** Minimal demands typical of a managerial position operating within an IT environment.
- **Working Environment:** 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.