Job Description

Job Title:	Manager, Information Systems Strategy & Integration
Department:	Print + Retail Solutions
Reports To:	Associate Director, Operations & Strategic Initiatives
Jobs Reporting:	Technical Support Specialist
Salary Grade:	USG 10
Effective Date:	August 1, 2019

Primary Purpose

The Manager, Information Systems Strategy & Integration is accountable for the development, integration, maintenance, support and on-going assessment and refinement of Print + Retail Solutions' (P+RS) information infrastructure, physical and data processes and initiatives across the whole department. The incumbent supervises the Technical Support Specialist and is also responsible for working with P+RS staff to identify and react to upcoming retail, print industry and technology trends by implementing technology and infrastructure changes to keep pace with the industry in support of P+RS' business goals and objectives.

Key Accountabilities

Technical Skill
- The incumbent develops, maintains, and supports through the P+RS suite of customer and staff-facing web and mobile applications, and directs or trains staff as appropriate
- Wherever practical, integrates existing P+RS systems and resources to deliver the highest quality customer service to the campus community and increase efficiencies and data security within the department, while ensuring the operational security, robustness, financial integrity and performance of the system:
  - establishing and ensuring that appropriate quality assurance mechanisms exist
  - conducting detailed analyses on robustness and performance
  - informing operational policies and procedures for the execution of the system
- As required, communicates with system suppliers and vendors to report problems, request enhancements, and perform updates and upgrades
- Oversees the application development and implementation process for specific projects from start to finish, using various programming languages and tools
- Develops and documents test procedures for completed projects to ensure that the desired outcome is being achieved
- Supports specific requests and initiatives for information and its analysis in conjunction with P+RS business units
- Troubleshooting, problem solving, teaching and training are the responsibility of the incumbent and an integral part of the role

Strategy
- Independently works with P+RS staff to identify upcoming print and retail industry trends and potential challenges:
  - Researches developing/emerging technology, tools, resources and processes to support those trends
  - Participates in development of business plans, goals and strategic objectives to ensure P+RS keeps up with the trends
- Monitors on-campus research and project work, and establishes relationships where the results may help P+RS further departmental goals and the university's academic and administrative mission
- Implements or oversees implementation of technology and associated processes

- Anticipates, develops, and implements solutions to current and future challenges that face the information environment of the department
- Develops short-term and long-term plans for the evolution of P+RS data and information systems
- Facilitates the direction and priorities for P+RS information systems through collaboration with others
- Ensures the availability of information resources required to meet the operational, analytical and strategic needs of the department, throughout the year and during peak periods, and facilitates the effective use of these resources by:
  o Maintaining good vendor relationships
  o Leading information systems management and assessment efforts
  o Overseeing the review and maintenance of information systems policies and plans
  o Coordinating system lifecycle management decisions and rationalization, including maintaining a strong working relationships with P+RS leadership
  o Participating in P+RS strategic meetings and discussions as a member of the Strategic Planning Working Group and the Leadership Team

Project Management & Process Improvement
- Acts as the project lead for small and mid-level IS technical and operational projects, which frequently require the involvement of various campus technical resources and departments including IST, WatCard and Finance
- Provides technical and programming support for large projects as required by the Associate Director, Operations & Strategic Initiatives
- Takes a leading role in acquisition and implementation of new computer systems or software, including product research, product demonstrations and RFP development
- Assesses technologies, evaluates potential acquisitions, and formulates development and implementation plans to achieve solutions to requirements
- Prepares resource requirements, cost estimates, and staff commitments
- Develops and presents recommendations regarding configurations for major acquisitions of hardware, software, and services
- Identifies process improvement opportunites, including areas where processes create risk
- Assesses, designs and implements changes, and re-assesses results using a variety of formal and informal process improvement and change management models

Collaboration
- Interacts regularly with all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships, relationships and strategic alliances with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally
- Supervises the Technical Support Specialist by providing guidance, direction and coaching, including assisting with goal-setting, ensuring that opportunities for training and for varied or expanded responsibilities are made available, and, as appropriate, by supporting and encouraging work initiatives

Customer Service
- Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location
- Ensures that all customer inquiries, both internal and external, are handled in a professional, timely manner, including ensuring redirection of customers to other staff is complete so that the customer is not left without service

Required Qualifications

Education
- University degree, preferably in Computer Science, Math or Engineering   - Formal training in process improvement and change management preferred
Experience
- Minimum eight years of technical experience, preferably in a university retail environment   - Minimum five years of experience in process improvement and change management   - Minimum three years of experience managing, coaching and developing direct reports   - Minimum of five years' experience with, and certification in, multi-relational database development, integration and support
Knowledge/Skills/Abilities
- Experience working across multiple technology layers including application, server, database and network, and designing and troubleshooting interactions between them   - Strong experience with multiple web development tools (combination of html, css, php, javascript, etc.), documentation and training   - Unix/Linux scripting and development skills with one or more of: php, C#, C++, C, python, java, ruby and perl.   - Proven project management skills   - Proven problem solving and troubleshooting skills   - Business acumen, critical thinking and analytical skills   - Excellent written and verbal communication, interpersonal and relationship-building skills

Nature and Scope

- **Contacts:** The incumbent works collaboratively with team members, individual staff and/or teams within the P+RS department. He/She will interact closely with department staff during requirements gathering, testing or completing assignments. He/She will also work with individuals or teams outside the department, such as IST and Finance. This position has contact externally with system vendors, members of the campus community and the public.
- **Level of Responsibility:** This position reports to the Associate Director, Operations & Strategic Initiatives, but is required to complete technical requirements of the job independently.
- **Decision-Making Authority:** This position has decision-making authority for the items outlined above.
- **Physical and Sensory Demands**: This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. For example, xtended periods of time sitting at a desk and using a computer; and some lifting, bending, twisting, stretching and repetitive motion are required from time to time, in order to move equipment. Attention to details, accuracy and verbal communication with customers, co-workers and management. Multi-task environment requires excellent organizational skills and ability to prioritize, to ensure timely, efficient completion of tasks.
- **Working Environment:** This position works in a typical retail store, print production and office environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year. Some travel may be required for from time to time.