

## Job Description

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<b>Job Title:</b>	IT Manager
<b>Department:</b>	Federation of Students
<b>Reports To:</b>	General Manager
<b>Jobs Reporting:</b>	2 IT Administrators, Web Developer, Client Support Specialist
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	April 17, 2014

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### **Primary Purpose**

This position is responsible for supervising the Information and Technology department including 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, consistently coaching and empowering them with their decisions. Responsible for ensuring privacy laws, and Federation and University IT policies are followed organization-wide including 5 commercial units, 7 service units, 8 societies, 160 clubs, 2 support departments, and 3 special services. With the turnover of the highest decision makers each year, there is constant coaching and functional direction required.

### **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.*

#### **Leadership and Innovation**

- Charged with exploring and implementing innovative uses of technology to expand client-facing services, improve service quality and enhance efficiency
- Develop, maintain, and facilitate implementation of a future oriented, sound and integrated IT architecture
- Provides Solutions Design and Consulting support to senior management on IT acquisition and service and resource management
- In conjunction with senior management, oversee the development and maintenance of the long and short term IT strategic plan
- Consults with student executive and other senior management to set organizational IT goals and priorities and ensures effective implementation of goals and solutions.
- Drives the hardware and software acquisitions process (including RFI/RFP)
- Approves and manages major IT projects
- Works with senior management to identify business processes to be automated with web application and design, and oversee their development deployment and maintenance.

#### **Business Continuity**

- Ensure backups of all systems and redundant systems for mission critical infrastructure
- Oversee and ensure the security compliance of the Federations desktops, servers and infrastructure
- Develops and reviews the disaster recovery plan and oversees disaster recovery plan testing

#### **Infrastructure, Support and Applications**

- Oversees applications administration, database administration and infrastructure administration
- Provides support for and use of web services technology
- Ensures the requisite production support for desktop and core IT services
- Ensures high availability and performance of the Federations virtualized desktop environment

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### **Within the IT Department, ensure the effective utilization, deployment and development of human and capital resources**

- Participates in the hiring and development of the overall Enterprise Systems team.
- Deploys staff to most productively meet goals and objectives and ensures overall IT performance
- Coaches, trains and develops employees to enable their professional development
- Approves annual performance plans and conducts regular reviews with direct reports
- Develop the annual organizational IT budget
- Coordinate priorities between the IT department and senior management of other Federation departments

### **Communication**

- Possess excellent communication and presentation skills, and the ability to effectively manage the tasks and responsibilities, within the IT department
- Ability to communicate with clarity and effectiveness
- Ensure technical documentation is accurate and up-to-date
- Provide effective consulting assistance to other Federation departments
- Works with IST and other university IT departments to deliver and maintain IT services and solutions

### **Advisory and Compliance**

- Ensures the Federation is in compliance with university IT policy
- Develops, reviews and ensures compliance with organizational IT policy
- Ensures security best practices are followed within the Federation
- Ensures licensing compliance
- Serves as the Privacy Officer of the Federation

### **Client and Vendor Relationships**

- Establish relationships with key representatives both within IST, the Federation and external solutions vendors to provide IT resources effectively, efficiently and at low cost
- Manages the day-to-day relationship with external technology partners including POS support vendors

## **Required Qualifications**

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

### **Education**

- **Completion of a Computer Science degree and/or equivalent work experience**

### **Experience**

- 3-5 years' experience in an Information Technology role with a proven track record of achievement and success within Human Resources. Competencies will include strategic thinking, people management, interpersonal, organizational and communication skills.

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

- Application and Middleware Technology
- Intermediate, Advanced (as required)
- Specifically but not limited to vSphere,
- VMWare View, administration
- Project Management
- Basic, Intermediate (as required)
- Development Tools, Methodologies and Frameworks
- Basic, Intermediate (as required)
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- Infrastructure Architecture
- Intermediate, Advanced (as required)
- Specifically but not limited to ESXi server
- and NetApp configuration and administration

### Nature and Scope

- **Contacts:** : Internally, communicates with senior management of all groups and departments and at all levels to deal with, influence and motivate others, and to promote, justify and settle highly sensitive matters. 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 overall results of the group or department
- **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 President, Vice-Presidents and General Manager as appropriate
- **Physical and Sensory Demands:** Minimal demands typical of a senior executive position operating within an office environment
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior executive position exposed to stress and pressure associated with senior level responsibilities. Normally, the IT Manager carries out all responsibilities during regular business hours. However, the Director of IT 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.