



Manager, Infrastructure

Capilano University is named after Chief Joe Capilano (1854–1910), an important leader of the Skwxwú7mesh (Squamish) Nation of the Coast Salish Peoples. We respectfully acknowledge that our campuses are located on the unceded territories of the səliłwətał (Tsleil-Waututh), shíshálh (Sechelt), Skwxwú7mesh (Squamish), and xʷməθkʷəy̓əm (Musqueam) Nations.

At Capilano University we are committed to supporting a campus community that is both diverse and inclusive. We believe that diversity within our workforce is essential in creating both an exceptional student and employee experience. As part of our ongoing commitment to Diversity, Equity and Inclusion (DEI), we strive to ensure that our recruitment campaigns authentically reflect the diverse community we serve. We actively encourage applications from Indigenous Peoples, Black and racialized persons, persons with disabilities, women, and members of the 2SLGBTQIA+ community, as we value the unique perspectives, lived experiences, and skillsets each individual brings to CapU.

To help us focus our efforts, we encourage all applicants to complete a short anonymous questionnaire, if they wish. The results of the questionnaire are not linked to you or your application and do not form part of the selection process. The goal of collecting this anonymous data is to gain a better understanding our organizational reach, while continuously working to improve the diversity of our applicant pool.

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. Should you require accommodations during the hiring process please reach out to mimibuan@capilanou.ca (Ad/Ex and Staff).

Position Title: Manager, Infrastructure

Employee Group: Administrator

Department: Digital Technology Services (DTS)

Position Status: Regular Full-Time,

Position Number: A99953

Position Start Date: As soon as possible

Job Posting Open Date: January 28, 2025

Job Posting Close Date: Open until filled

Pay Group: 11



Location: *I.e. North Vancouver, Squamish, etc.*

Working with us

At Capilano University, learners are our focus. Guided by the goals outlined in [Envisioning](#) and [Illuminating 2030](#), employees play an essential role in creating an exceptional learning experience for and with learners and are central to a thriving campus community. Together, we are inspired by imagination and Capilano University is one of the leading teaching-focused universities in British Columbia and one of BC's Top Employers. Grounded by our sense of purpose, we offer a meaningful, friendly, and dynamic work environment.

About the role

Reporting to the Director, Infrastructure and Customer Experience, Digital Technology Services (DTS) and a part of the Associate Vice President (AVP) DTS leadership team, the Manager, Infrastructure leads the infrastructure team that provides infrastructure and data center digital technology support to the Capilano University community.

This role will have the opportunity to influence and drive lasting efforts in the University's digital transformation, with significant student and employee impact through the continued adoption of a cloud-first approach to infrastructure. This will support the university's digital transformation, with significant student and employee impact through the delivery of accessible and efficient digital technology services.

The role requires a strong focus on building and maintaining relationships across the university and externally with vendors and sector colleagues.

Some Illustrative Examples of Duties include

- Develop and maintain a governance structure for projects relating to the infrastructure services. This includes ensuring that the Digital Transformation Office (DTO) and the Technology Steering Committee have the appropriate level of information to make informed decisions for the yearly and quarterly project approval cycle.
- Lead the continuous improvement of infrastructure and data center solutions as informed by strategic plans from the Director, Infrastructure and Customer Experience. Ensuring work plans are developed in accordance with the university fiscal year priorities.
- Review, update, and create briefing notes and business cases with the university community to support the request of projects relating to infrastructure and data center services.
- Create project change requests (PCR) and submit to DTO for approvals that result in project scope, budget, schedule, or quality changes.
- Collaborate with DTO on any digital technology assessment requests that have been made by the business, academic, faculty and student services.
- Develop, manage, and maintain infrastructure and data center services including procurement, installations etc.

- Develop and implement infrastructure strategy to support transition to modern day and cloud first based infrastructure.
- Contribute to and support the implementation of a cloud strategy, transitioning from on-premises solutions to cloud-based.
- Develop, manage, and maintain the Azure cloud infrastructure.

Experience, competencies & qualifications

- 7+ years of relevant professional experience, with 3 years in a leadership role with direct responsibility for delivery of IT infrastructure services, preferably in a public sector environment. ■ A bachelor's degree in a related field.
- Demonstrated experience designing, implementing, and managing ITSM processes.
- Demonstrated experience using ITIL framework.
- Demonstrated experience in providing excellent customer service.
- Progressive technical knowledge of infrastructure architecture, including demonstrated knowledge of network and server administration, storage area networks, and disaster recovery and business continuity planning.
- Demonstrated experience in strong problem-solving and communication skills.
- Experience in team development.

For more information, please see the complete [job description](#).

Benefits

At Capilano University, we understand that there is more to life than work. That is why we offer comprehensive benefits and support to help you and your family live a balanced life. Take a [sneak peak](#) to see what it is like to work at Capilano University.

Days and Hours of Work:

Will depend on the position status, but typically will include the following:

Our standard work week is Monday to Friday, 8:30am – 4:00pm, or dependent on the needs of the department.

Salary: The typical salary range for this role falls between **\$92,139 – \$122,852** per annum, commensurate with experience, education, and internal equity, with future opportunities for performance-based pay and career progression.

Capilano University also offers a competitive total rewards package (college pension plan, employer paid benefit premiums, health spending account, modified work week, remote working options etc).

How to apply

Please submit your application package to talentacquisition@capilano.ca and be sure to include the following:

- 1) The position title and position number in the subject line of your email. Ex: *HR Advisory – Talent Acquisition – E00000*
- 2) Your resume and cover letter. We will let you know if we require any further documents for your application, such as proof of education, for example.
- 3) Your responses to the supplemental questions shared below. Please include both the question and your response in the body of the email:
 - a. Are you legally entitled to work in Canada? *(i.e. valid work permit, permanent resident, Canadian citizen)* (required)
 - b. Do you have 7+ years of relevant professional experience, with 3 years in a leadership role with direct responsibility for delivery of IT infrastructure services, preferably in a public sector environment? (Yes or No)
 - c. Do you have a Bachelor's degree in a related field? (Yes or No)

Thank you for your interest in this opportunity with us at Capilano University!