

Class No.:	Administration
Original Date:	November 2023
Revision Date:	
Pay Group:	14

JOB DESCRIPTION- DIRECTOR, ACADEMIC & STUDENT SERVICES

JOB RESPONSIBILITIES

Reporting to the Associate Vice President (AVP) Digital Technology Services (DTS) and a part of the DTS's leadership team, the Director, Academic & Student Services delivers ongoing leadership and management of the University's academic and student services ecosystem and software architecture in a way that prioritizes the experience of students, faculty, and administrative employees. This role will have the opportunity to influence and drive lasting efforts in the University's academic & student services systems capabilities, with significant student and employee impact through the transformation of university-wide systems. In close alignment with university wide strategy, critical components of this position include the management of academic and student digital solutions; and developing an expertise of the 5 faculty areas. The role requires a strong focus on building and maintaining relationships across the university and externally with vendors and sector colleagues.

KEY RESPONSIBILITIES

- Lead a team to design, deliver, and maintain the university academic and student digital ecosystem and software architecture with a focus on ensuring effective use of digital solutions, enhancing the academic and student experience, and streamlining processes to ease administrative burdens.
- Build a high-performing team by; developing employee strengths; coaching staff in the development of critical competencies and by modeling valued leadership behaviours.
- Foster a collaboration culture between DTS and faculty areas with a view to modernizing the current digital ecosystem and software architecture in a way that reduces technical debt, provides automation, and supports efficiencies.
- Provide direction for implementing, managing, and maintaining student information systems.
- Support faculty in delivering learning experiences using various digital modalities.
- Engage in continuous improvement of academic and student information systems.
- Develop a academic and student systems framework in alignment with department goals ensuring that efficient processes support the system development lifecycle (SDLC) used to implement changes.
- Engage with other DTS service areas to ensure alignment in processes.
- Contribute to the integrated technology plan and annual project portfolio plan, and oversee the development of specific strategies, tactical plans, and initiatives.
- Participate in the development of RFPs and proposal evaluation.

COMPETENCIES

- Job knowledge: knowledge and experience with academic, student information systems and software delivery using agile and traditional methodologies; demonstrates proven leadership experience in developing strategies, plans and policies related to academic and student information systems.
- Leadership and supervisory abilities: encourage and supports cross-functional, high-performing teams; attracts and selects the best talent; coaches and inspires people; sets expectations, recognizes achievement, and proactively manages conflict.
- Service focus: understands the role of digital solutions and how change affects organizations, delivers academic and student information systems services that align with the University's key priorities of exceptional student and employee experience.
- Result oriented: feels personally committed and accountable to deliver results quickly, accurately and effectively; uses thoughtful judgement when responding to situations that are not going well and uses foresight to overcome obstacles.
- Initiating action / taking initiative: embraces a continuous improvement mindset in an ongoing effort to improve services and processes; readily takes action consistent within departmental or University objectives; volunteers readily and takes independent actions when appropriate.
- Problem solving and decision-making: ability to understand complex systems and processes and find diverse solutions to stubborn problems; makes clear, consistent and transparent decisions; acts with integrity in all decision making.
- Strategic planning and organizing: contributes to the development and implementation of department plans. Demonstrated capacity to develop and implement practical strategies, plans and solutions. Experience developing, managing, and forecasting capital and operating budgets.
- Employee development: achieve desired organizational results by encouraging and supporting the contribution of others; modeling positive leadership behaviours, including integrity, honesty, a sense of urgency and leading by example.

EDUCATION/TRAINING AND EXPERIENCE

- 10+ years of relevant professional experience, with 5 years in a leadership role with direct responsibility for academic and student information systems including managing ERP systems in post-secondary institutions.
- Demonstrated understanding and experience about information governance and integration engines.
- A bachelor's degree in a related field.
- Progressive technical knowledge of academic and student information systems, development standards and data governance.
- Extensive knowledge of and demonstrated experience of systems development lifecycle.
- Experience demonstrating strategic thinking and problem-solving skills.
- Demonstrated excellence in communication and interpersonal skills.
- Completion of a criminal record check.