Class No.:	
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CLASS SPECIFICATION

DIRECTOR, INFRASTRUCTURE AND CUSTOMER EXPERIENCE

JOB RESPONSIBILITIES

Reporting to the Associate Vice President (AVP) Digital Technology Services (DTS) and a part of the DTS's leadership team, the Director, Infrastructure and Customer Experience delivers ongoing leadership and management of the University's infrastructure digital ecosystem and customer experience 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 infrastructure systems and customer experience 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 infrastructure, client services, helpdesk, desktop and software management and audio-visual collaboration systems. 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 infrastructure digital ecosystem and enterprise architecture with a focus on ensuring effective use of network services, data centre server management, cloud infrastructure and Exchange 365. Streamlining processes to ease administrative burdens and reduce costs of running the infrastructure upon which digital solutions are developed.
- Lead a team to design, deliver, and maintain the university customer experience services including client services that will develop ITSM processes, manage technical change through a change advisory board (CAB) and release management. Manage helpdesk functions providing high quality tier 1 support to the university community. Manage desktop and software services, collaboration services and cloud services.
- Develop strategies relating to infrastructure and customer experience, including but not limited to asset management strategy, cloud strategy, telephony and audio visual for classroom and meeting rooms.
- Build a high-performance 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 the university community with a view to modernizing the current digital ecosystem and customer experience in a way that reduces technical debt, provides automation, and supports efficiency.

- Provide direction for implementing, managing, and maintaining the digital infrastructure and customer experience processes and systems.
- Support the university community in delivering digital learning experiences about institutional technologies using various digital modalities.
- Engage in continuous improvement of infrastructure across campuses and customer experience processes and systems.
- Develop an infrastructure and a customer experience framework in alignment with department goals ensuring that efficient processes support the system development lifecycle (SDLC) used to implement changes, including ITSM processes.
- Engage with other DTS service areas to ensure alignment in processes and standardization.
- Contribute to the integrated planning lifecycle and updates to the digital roadmap, annual project portfolio plan, and oversee the development of specific strategies, tactical plans, and initiatives.
- Participate in the development of RFPs and proposal evaluation.
- Manage vendor relationships, including development of RFPs, evaluation of proposals, and management of vendor performance, support agreements and licensing.
- Responsible for vendor contract negotiations and contract management ensuring that CapU is receiving the best possible pricing and services available in the market.

COMPETENCIES

- Job knowledge: knowledge and experience with infrastructure and customer experience processes and systems using agile and traditional methodologies; ITIL methodologies; demonstrates proven leadership experience in developing strategies, plans and policies related to infrastructure, customer experience and cloud services.
- Leadership and supervisory abilities: encourage and support cross-functional, high-performing teams; attract and select 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 infrastructure, customer experience, cloud services and systems.
- Demonstrated understanding and experience about infrastructure components, client services processes, desktop/software management, collaboration, and cloud services.
- Experience in public sector network and data center operations, using modern day practices and tools including cloud experience with Microsoft Aure and Office 365.
- A bachelor's degree in a related field.
- Progressive technical knowledge of industry best practices, standards, and governance.
- Extensive knowledge of and demonstrated experience of ITIL framework best practices, ITIL certified.
- Experience demonstrating strategic thinking and problem-solving skills.
- Demonstrated excellence in communication and interpersonal skills.
- Completion of a criminal record check.