

Classification	Administrator
Original Date:	May 2022
Revision Date:	April 2024
Pay Group:	11

MANAGER, CUSTOMER EXPERIENCE – DESKTOP / COLLABORATION SERVICES

NATURE AND SCOPE OF WORK

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, Customer Experience – Desktop and Collaboration leads the Desktop Services and Collaboration teams that provide digital technology support to the Capilano University community.

This role will have the opportunity to influence and drive lasting efforts by delivering high quality digital technology system support and management via an Information Technology Information Library (ITIL) service management framework. 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.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Develop and maintain a governance structure for projects relating to the Desktop and collaboration 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 desktop, mobile, software and collaboration 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 desktop, mobile, software and collaboration 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 an asset and software inventory including classroom/meeting room technology, laptops, and mobile devices.



- Develop, manage, and maintain software lifecycle process including procurement, installations etc.
- Develop and implement an asset management strategy to support the asset lifecycle.
- Contribute to and support the implementation of a cloud strategy, transitioning from on-premises solutions to cloud-based.
- Develop, manage, and maintain the Microsoft Office 365 platform.
- Manage all processes and procedures relating Desktop management/implementation/support including asset management/equipment loans to faculty and imaging (Audio Visual/phone/classroom/meeting rooms etc.) Including Audio Visual (AV) technology & software used in classrooms and meeting rooms including installation through to maintenance.
- Manage a desktop management solution that remotely pushes out updates (i.e., after power outages remotely power up all podiums)
- Manage the annual Evergreen Equipment refresh process and ICAP refresh.
- Manage operating systems such as windows installation.
- Manage the development of training material and delivery of training to academic and faculty members about classroom set up and technology use.
- Manage the development of training material and delivery of training to staff about meeting room set up and technology use.
- Management of mobile devices (phones and tablets) including device, security, and installation of software.
- Manage all solutions relating to Hy flex learning including innovative technology.
- Management, administration, support of Office 365 and cloud services including applications.
- Management, administration, support of video conferencing technologies i.e., Zoom, Webex and MS Teams
- Coordinate with DTO to ensure that projects are supported through the DTO standard gated project lifecycle and that the appropriate system development lifecycle (SDLC) methodologies are applied to ERP projects.
- Develop and maintain DTO approved project guidelines, standards and processes that support the desktop, mobile, software and collaboration services at the university.
- Adopt DTO standard set of project templates and tools to be used to deliver all desktop, mobile, software and collaboration projects at the university.
- Collaborate with DTS teams in the planning, design, development, testing, training, communications, release of changes to the desktop, mobile, software and collaboration services.
- Create and maintain an inventory of test scripts relating to the desktop, mobile, software and collaboration services.
- Conduct regular reviews and audits of desktop, mobile, software and collaboration



projects and operational artifacts ensuring quality standards are applied and enforced.

- Develop, maintain, and manage change management methodology to support the delivery of desktop, mobile, software and collaboration changes to the university community. This will include communications, training, and transition to operations environments.
- Develop, maintain, and audit a knowledge library about the desktop, mobile, software and collaboration services including best practices, lessons learnt and evaluations.
- Provide management support to desktop, mobile, software and collaboration projects and operational activities, ensuring that a yearly work plan is created and maintained for team members and to manage university community expectations.
- Collaborates with DTO to ensure that desktop, mobile, software and collaboration project status reports and project/operational financials are maintained.
- Manage the day-to-day activities of the DTS desktop and collaboration services team members.
- Establish tier-2 level support framework for the desktop, mobile, software and collaboration services using ITIL methodology.
- Collaborate with the DTS Customer Experience – Client Services/Helpdesk Manager to provide support to the desktop, mobile, software and collaboration services including communication about ERP platform outages to the university community.
- Participate in the change advisory board (CAB) managed by the DTS Customer Experience – Client Services/Helpdesk Manager. Represent the desktop, mobile, software and collaboration services at the CAB meetings.
- Coordinate the release of changes to production environments.
- Engage with vendors to assess desktop, mobile, software and collaboration roadmap releases, ensuring these form part of the DTS fiscal year projects.
- Collaborate with the DTS cybersecurity team in developing security threat risk assessment (STRA) documents and with the risk management team in developing privacy impact assessments (PIA) for applicable changes relating to the desktop, mobile, software and collaboration services.
- Lead and develop a high performing work team by fostering accountability, initiative, and skill development.
- Build working relationships and partnerships across the university, providing expert advice on desktop, mobile, software and collaboration methodologies, standards, and engaging with external communities of practice.
- Participate in different committees to guide the development and improvement of the desktop, mobile, software and collaboration services.
- Participate in managing vendor relationships, including development of RFPs, evaluation of proposals, and management of vendor performance, support agreements and licensing.



KEY COMPETENCIES

- Job knowledge: knowledge and experience with desktop, mobile, software and collaboration services, Office 365 platform, project management, implementation practices, development of best practices and policy development.
- Service focus: understands the role of technology and how change affects teams and processes. Extensive experience in implementation and continuous improvement of desktop, mobile, software and collaboration services.
- 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 acts consistent within departmental or University objectives; volunteers readily and takes independent actions when appropriate.
- 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.
- 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.
- 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

REQUIRED TRAINING AND EXPERIENCE

- 7+ years of relevant professional experience, with 3 years in a management role with oversight of one or more of the following: desktop, mobile, software and collaboration services. Direct responsibility for projects and the operations environment, preferably in the public sector.
- A bachelor's degree in a related field.
- Demonstrated experience with Project Management methodologies.
- Demonstrated experience with System Development Lifecycle Methodologies.
- Demonstrated experience using ITIL framework.
- Demonstrated experience in developing standards, guidelines, best practices, tools, and templates.
- Experience implementing and managing Microsoft cloud-based services.
- Completion of a criminal record check