



Classification	Administrator
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MANAGER, IT INFRASTRUCTURE

JOB RESPONSIBILITIES

Reporting to the Director, IT Operations and a part of the IT operations leadership team, the Manager, IT Infrastructure delivers responsive technology infrastructure functions and services 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 digital transformation, with significant student and employee impact through the continued adoption of a cloud-first approach to infrastructure. In close alignment with university wide strategy, critical components of this position include ongoing leadership and management of data centre and cloud based infrastructure, including network and telephony systems, email and collaboration systems, and firewall and security infrastructure. The role requires a strong focus on building and maintaining relationships across the university and externally with vendors and sector colleagues.

KEY RESPONSIBILITIES:

- In consultation with the Director, IT Operations, leads, manages and continually improves infrastructure services, following best practices outlined in the ITIL framework, with a focus on maintaining availability and performance to meet the university's needs and expectations.
- Provides direction and a systematic approach to infrastructure architecture disciplines, including the development of architecture, development and design standards and templates in collaboration with other areas of IT Services, focusing on reducing technical debt and supporting an increased pace of change.
- Contributes to the integrated technology plan and annual IT work plan, and oversees the development of specific strategies, tactical plans, and initiatives. Analyze, investigate and evaluate emerging technology and infrastructure trends, including product road maps, to determine impact on annual work plans.
- Develops, implements and monitors operational plans for infrastructure updates and upgrades, following the IT change management framework.
- Develops and ensures systems, procedures, methods, standards and controls are created and followed which foster operational efficiency, monitor compliance, mitigate risks and achieve results in IT infrastructure.
- Builds working relationships and partnerships across the institution, providing expert advice on committees and initiatives and engaging with external communities of practice.
- Manages vendor relationships, including development of RFPs, evaluation of proposals, and management of vendor performance, support agreements and licensing.
- Oversees a team of 9 direct reports; develops employee strengths by coaching staff in the development of critical competencies and by modeling valued leadership behaviours.



KEY COMPETENCIES

- Job knowledge: knowledge and experience with IT infrastructure services best practices, including ITIL methodologies; demonstrates proven leadership experience in developing strategies, plans and policies related to the management of infrastructure platforms and technologies.
- Service focus: understands the role of technology, and how change affects the University, including its learning and research environments, within the context of IT infrastructure; delivers 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.
- Leadership and supervisory abilities: encourages 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.
- 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: Demonstrated capacity to develop and implement practical strategies, plans, policies and procedures. Experience 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

- 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 computer science, information systems, business, or an equivalent combination of education and experience.
- Experience with the ITIL framework and best practices; ITIL certification is an asset.
- Progressive technical knowledge of infrastructure architecture, including demonstrated knowledge of network and server administration, storage area networks, and disaster recovery and business continuity planning.
- Current or recent certification in relevant infrastructure-related platforms or systems is an asset.
- Completion of a criminal record check.