

Classification	Administrator
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Pay Group:	11

MANAGER, STUDENT AND ACADEMIC SOLUTIONS

NATURE AND SCOPE OF WORK

Reporting to the Director, Student and Academic Solutions and a part of the Digital Transformation Services (DTS) leadership team, the Manager, Student and Academic Solutions delivers ongoing leadership and management of applications and technology used in teaching and learning, 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 transformation of student and employee systems. In close alignment with university wide strategy, critical components of this position include management and maintenance of integrated business applications (learning management, customer relationship management, curriculum management, research management, library management and similar platforms). 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

- Lead, manage and continually improve academic- and student-related application service delivery, as directed by the Director, Student and Academic Solutions and following best practices outlined in the ITIL framework, with a focus on maintaining availability and performance to meet the university's needs and expectations.
- Consult with clients across the university to assess system needs and determine requirements. Provide project management services in alignment with DTO Project Management methodologies.
- Collaborate with the university's academic leadership to develop, deliver and maintain educational technology and systems.
- Contribute to the integrated technology plan and annual IT work plan, and oversee the development of specific strategies, tactical plans, and initiatives. Analyze, investigate and evaluate emerging technology and trends, including product road maps, to determine impact on annual work plans.
- Develop, implement and monitors operational plans for application updates and upgrades, following the DTO Project Management methodologies
- Develop and ensure systems, procedures, methods, standards and controls are created and followed which foster operational efficiency, monitor compliance, mitigate risks and achieve results.
- Build working relationships and partnerships across the institution, providing expert advice



on committees and initiatives and engaging with external communities of practice.

- Manage vendor relationships, including development of RFPs, evaluation of proposals, and management of vendor performance, support agreements and licensing.
- Oversee a team; develop 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 application service delivery best practices, including ITIL methodologies; demonstrates proven leadership experience in developing strategies, plans and policies related to application service delivery and educational technology.
- Service focus: understands the role of technology and how change affects the University, including its learning and research environments, within the context of application services; 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: contributes to the development and implementation of an IT work plan, integrated technology plan, and product roadmaps. 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.

REQUIRED TRAINING AND EXPERIENCE

- 7+ years of relevant professional experience, with 3 years in a leadership role with direct responsibility for delivery of application services and educational technologies.
- 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 relating to application architecture and exposure to environments with a broad base of software solutions, technologies and platforms. Extensive knowledge of systems analysis.
- Demonstrated knowledge of, and ability to apply, best practices in IT product delivery, including Agile and Lean frameworks.
- Completion of a criminal record check.