

Class No.:	Administrator
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MANAGER, INTEGRATION AND WEB SERVICES

NATURE AND SCOPE OF WORK

Reporting to the Director, Business Solutions, and being a part of the Associate Vice President (AVP) Digital Technology Service's (DTS) leadership team, the Manager, Integration and Web Services leads the DTS team that provides project management and operational support for the integration platform and web hosting systems used across the university.

This position has the opportunity to influence and drive lasting efforts in the university's digital transformation, with significant student and employee impact through the planning, designing, implementation and maintenance of various essential platforms.

Reporting to the Manager, Integration and Web Services are Integration Analyst, Web Developer and Web Systems Administrator.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Develop and maintain data governance, data standards and data policies for the integration platform, ensuring the Digital Transformation Office (DTO) and the Technology Steering Committee have appropriate information to make informed decisions for project approval cycles
- Collaborate with Marketing & Digital Experience team to inform governance and standards relating to web hosting systems
- Lead the continuous improvement of the integration platform and web hosted services as informed by strategic plans from the Director, Business Solutions
- Review, update, and create briefing notes and business cases with the university community to support the request of projects relating to integration and web services
- Create project change requests (PCR) and submit to DTO for approvals; handle adjustments as required
- Develop, manage, and maintain an inventory of updates/customizations that are applied to the integration platform, and web hosting services
- 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

- Adopt DTO-approved project guidelines, standards, processes, templates and tools to support this role's portfolio of platforms at the university
- Collaborate with DTS teams in the planning, design, development, testing, training, communications, release of changes to the integration platform and web-hosted services
- Create and maintain an inventory of test scripts using DTO standards
- Conduct regular reviews and audits of projects and operational artifacts
- Adopt Awareness, Desire, Knowledge, Ability, Reinforcement (ADKAR) change management methodology to support the delivery of integration and webhosted services changes to the university community, including communications, training, and transition to operations environments
- Develop, maintain, and audit a knowledge library about the integration platform and web hosted services, including best practices, lessons learnt and evaluations
- Provide management support to integration platform and web hosted services projects and operational activities
- Manage day-to-day activities of the DTS Interoperability and Web Solutions team members; develop employee strengths by coaching staff in the development of critical competencies and by modeling valued leadership behaviours
- Establish tier-2 level support framework for the portfolio using Information Technology Infrastructure Library (ITIL) framework
- Collaborate with the Manager, Customer Experience – Client Services/Helpdesk to provide support to the portfolio, including communication about integration platform and web hosted system outages and disruptions to the community
- Participate in the change advisory board (CAB) managed by the Manager, Customer Experience – Client Services/Helpdesk, representing the integration platform and web hosted services at the CAB meetings
- 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 portfolio.
- Build positive relationships and partnerships across the university, providing expert advice on integration platform, web hosted services, methodologies, and data best practices
- Engage with vendors to assess integration platform and web hosted services roadmap releases, ensuring these form part of the DTS fiscal year projects
- Participate in managing vendor relationships, including development of RFPs, evaluation of proposals, and management of vendor performance, support agreements and licensing

REQUIRED TRAINING AND EXPERIENCE

- Completion of a bachelor's degree in Computer Science or other relevant discipline
- Minimum 7 years of relevant professional experience, including 5 years in an integration management role with direct responsibility for projects and the operations environment, preferably in the public sector
- Demonstrated experience with project management methodologies
- Demonstrated experience with system development lifecycle Methodologies

- Demonstrated experience using Information Technology Infrastructure Library (ITIL) framework
- Demonstrated experience in developing integration platforms including data standards, guidelines, best practices, tools, and templates
- Experience implementing large transformational systems
- Experience in managing web hosted services
- Completion of a criminal record check
- An equivalent combination of education and experience may be considered

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Job knowledge: knowledge and experience with integration engine, web hosting and content platforms, project management, implementation practices, development of best practices and policy development.
- Service focus: understand the role of technology and how change affects teams and processes.
- Results-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.
- Initiative and continuous improvement mindset: volunteer and takes action improve services and processes
- Leadership abilities: encourage and support cross-functional, high-performing teams; attract and select the best talent; coach and inspire people; set expectations, recognize achievement, and proactively manage conflict.
- Employee development: support departmental and individual goal setting; achieve desired results by encouraging and supporting the contribution of others; model positive leadership behaviors, including integrity, honesty, a sense of urgency and leading by example.
- Problem solving and decision making: 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.