Classification	Administrator
Original Date:	April 2022
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Pay Group:	11

MANAGER, BUSINESS SOLUTIONS

JOB RESPONSIBILITIES

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

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 planning, designing, implementation and maintenance of various essential platforms.

The role requires a strong focus on building and maintaining relationships across the university and externally with vendors and sector colleagues.

KEY RESPONSIBILITIES

- Develop and maintain governance and structure for business systems. 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 business systems as informed by strategic plans from the Director, Business Solutions. 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.

- 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 inventory of updates/customizations that are applied to business systems platforms.

- 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 projects.

- Adopt DTO approved project guidelines, standards and processes that support the systems platforms at the university.

- Adopt DTO standard set of project templates and tools to be used to deliver all systems projects at the university.
- Collaborate with DTS teams in the planning, design, development, testing, training, communications, release of changes to business systems.
- Create and maintain an inventory of test scripts relating to business systems using DTO standards.
- Conduct regular reviews and audits of business systems projects and operational artifacts ensuring quality standards are applied and enforced.
- Adopt ADKAR change management methodology to support the delivery of business system changes to the university community. This will include communications, training, and transition to operations environments.
- Develop, maintain, and audit a knowledge library (aligned with the DTS department) about business systems including best practices, lessons learnt and evaluations.
- Provide management support to all projects and operational activities impacting business systems, ensuring that a yearly work plan is created and maintained for team members and to manage university community expectations.
- Collaborate with DTO to ensure that business systems project status reports and project/operational financials for leadership are maintained and appropriately reported against.
- Manage the day-to-day activities of the DTS Business Solutions team members.
- Establish tier-2 level support for business systems based using the ITIL framework.
- Collaborate with the DTS Customer Experience – Client Services/Helpdesk Manager to provide support to business systems including communication about business system outages and disruptions to the university community.
- Participate in the change advisory board (CAB) managed by the DTS Customer Experience – Client Services/Helpdesk Manager. Representing business systems at CAB meetings.
- Coordinate the release of changes to production environments in collaboration with DTS Customer Experience – Client Services/Helpdesk Manager.
- Engage with vendors to assess business system 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 business systems.
- 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 business systems, digital standards, and engaging with external communities of practice.
- Participate in different committees to guide the development and improvement of business systems.
- 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 medium/large scale business systems, ERP systems and implementation practices, project management, development of business systems best practices and policy development.

- Service focus: understand the role of technology and how change affects teams and processes. Extensive experience in implementation and continuous improvement of ERP and applications systems.

- 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 support cross-functional, high-performing teams; attract 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 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.

EDUCATION/TRAINING AND EXPERIENCE

- 7+ years of relevant professional experience, with 5 years in a business systems management role with direct responsibility for ERP, projects and the operations environment, preferably in the public sector.

- A bachelor's degree.

- Demonstrated experience with Project Management methodologies.

- Demonstrated experience with System Development Lifecycle Methodologies.

- Demonstrated experience using ITIL framework.

- Demonstrated experience in developing business systems standards, guidelines, best practices, tools, and templates.

- Experience implementing large transformational systems.

- Completion of a criminal record check.