Class No.:	Administration
Original Date:	
Revision Date:	Jan 26, 2024
Pay Group:	

JOB DESCRIPTION - MANAGER, CUSTOMER EXPERIENCE – CLIENT SERVICES/HELPDESK

JOB RESPONSIBILITIES

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 – Client Services/Helpdesk leads the client services and helpdesk teams that provide digital technology service management through customer service excellence to the Capilano University community.

This role will have the opportunity to influence and drive lasting efforts by delivering high quality digital technology service 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.

KEY RESPONSIBILITIES

- Develop, maintain and manage a governance structure in the form of a change advisory board (CAB), ensuring all changes are approved and coordinated prior to deployment to any DTS system.
- Develop and maintain an ITIL framework, lifecycle, and processes. This includes ensuring that the IT service management (ITSM) system is configured accurately.
- Review and update service management tickets as appropriate.
- Manage and coordinate urgent priority tickets from initiation to resolution, including ensuring that all appropriate communications are delivered to the university community.
- Develop a standard set of workflows and processes to be maintained in the ITSM system. This will be to establish a standard configuration for the DTS team and other university service delivery partners.
- Support university service delivery partners through the implementation of workflows and processes for them to successfully use the ITSM system. This will include design, build, test, and deployment phases as per Digital Transformation Office (DTO) standards, processes, and artifacts.

- Develop training material using appropriate modalities for students and staff in learning about the university's core systems.
- Develop and manage the change control process for all changes to be applied to any DTS maintained and managed system.
- Create and deliver communications to the university community about DTS system wide changes and downtimes.
- Establish and maintain a knowledge management system for self-help. This is required for students and staff.
- Create, deliver, and maintain Tier 1 level support to the university community.
- Create and manage the onboarding/offboarding processes for students and staff.
- Manage the system access request process, including departmental changes.
- Manage the incident management process, ensuring that incidents are triaged against a standard priority/impact matrix.
- Produce incident management reporting on a regular basis for multiple stakeholders.
- Lead and develop a high performing work team by fostering accountability, initiative, and skill development.
- Support the university community in understanding and adopting procedures, methods, standards, and controls required for DTS systems. This will enhance operational efficiency, monitor compliance, and mitigate risks.
- Build working relationships and partnerships across the institution, providing expert advice on customer experience and digital technology support.
- Participate in DTS leadership activities including process improvements.
- Collaborate with the university community and establish positive relationships to improve workflows, processes, and use of digital technologies.
- Engage with other DTS service areas to ensure alignment in processes.

COMPETENCIES

- Job knowledge: knowledge and experience with ITIL and ITSM framework, processes and best practices.
- Service focus: Understands the role of client services/helpdesk and how to provide customer service excellence for digital technology support.
- Result orientated: Feels personally committed and accountable to deliver results quickly, accurately, and effectively; uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.
- Leadership and management abilities: Takes initiative and embraces continuous improvement mindset in an ongoing effort to improve services and processes; readily acts consistently within DTS department and university objectives and values; volunteers readily and takes independent actions when appropriate; 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.
- Service focus: understands the role of digital technology and how change affects organizations, delivers tier 1 support services that align with the university's key priorities of exceptional student and staff experience.
- Strategic planning and organizing contributes to the development and implementation of department plans. Demonstrated capacity to develop and implement practical strategies, plans and solutions.

- 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 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 3 years in a leadership role with direct responsibility for managing teams in a support environment.
- 5+ years of working with ITSM processes and procedures.
- A bachelor's degree in a related field.
- Demonstrated experience designing, implementing, and managing ITSM processes.
- Demonstrated experience using ITIL framework.
- Demonstrated experience in providing excellent customer service.
- Experience in facilitating a change advisory board strategic thinking and problem-solving skills.
- Demonstrated experience in strong problem-solving and communication skills.
- Experience in team development.
- Completion of a criminal record check.