Manager, Web and Development Solutions

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Professional and Managerial Group

Manager, Web and Development Solutions

Computing and Communications Services

Hiring #: 2016-0053

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department on campus, providing IT infrastructure and central technology services to the University of Guelph community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its core values: service culture, integrity, individual leadership, teamwork, agility and communication.

Reporting to the Associate Director, IT Strategy and Partnerships, CCS, the Manager of Web and Development Solutions is responsible for all team functions and the provision of information technology support and service delivery, security, design, planning, delivery, project development, management and operational support, including client and vendor relationship management, for:

- the strategy and growth of CCS’ web services and framework, including the Drupal Content Management service model, offered to the rest of the campus
- the University’s web hosting service environment, including architecture, security and reliability
- the management and oversight of the campus web remediation strategy and resources in support of the Accessibility for Ontarians with Disabilities Act (AODA) legislation
- the implementation and direction of centrally offered .NET development services

The position is responsible for managing an information technology (IT) environment including all staffing (hiring, developing, managing etc.); budgeting and cost management; departmental administration; building service relationships, continuous negotiating, developing and monitoring of service level agreements with external vendors; building partnerships and collaborative opportunities with client departments across the University of Guelph campus; interaction with a dynamic array of industry and business partners to ensure planning and deployment of leading edge solutions in this dynamic field. The Manager is part of a CCS Management Team responsible for developing and communicating a vision for the organization, influencing its direction, and leading the planning and implementation focused on technical and organizational direction.

Requirements of the position include: undergraduate degree in computer science/information technology, or a complementary area and a minimum of six years related experience in a management role, or an equivalent combination of education and experience. IT certifications, Project Management certifications (PMI) preferred and a Master’s degree would be desirable. Experience in team leadership, complex project and budget management, service design and implementation, including cost models and support and development lifecycles, and comprehensive
IT knowledge in a variety of areas related to this position. Additional requirements include: strong analytical ability; excellent interpersonal and communications skills; demonstrated aptitude in superior planning, administration and people management; experience and interest in an entrepreneurial environment to support the growth and change that is expected in the various areas of service delivery; proven track record in leadership competencies centered on big picture orientation by implementing best practices and solutions to continually improve operations; ability to negotiate in challenging situations with both internal and external stakeholders to achieve desired results; strategic thinking to improve performance and create innovation; teambuilding to foster collaboration and an environment to engage and develop others to work congruently toward achieving common goals. Knowledge of practices, processes, cost models, and service delivery methodology in web development business structure and trends, best practice frameworks (ITIL/PMI), relevant regulatory compliance (AODA/PCI/security/privacy) and the ability to develop effective roadmaps and understand the direction of technology are all considered vital competencies and capabilities to ensure success in this position.

Position Number  066-149  
Classification        C08**  

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review

*The salary range for this position is 15% higher than the salary range indicated on the Professional/Managerial Salary Grid. This compensation practice is currently under review, and may result in changes to the compensation received.

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Closing Date: 2016 03 02