Manager, Information Technology Shared Services

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Professional and Managerial Group

Manager, Information Technology Shared Services

College of Social & Applied Human Sciences & Gordon S. Lang School of Business and Economics

Hiring #: 2019-0669

Please read the Application Instructions [1] before applying

Reporting to the Associate Directors, Finance and Operations, College of Social & Applied Human Sciences (CSAHS) (70%) and the Gordon S. Lang School of Business and Economics (LANG) (30%) the Manager, Information Technology Shared Services is responsible for the planning, development, and maintenance of the Information Technology (IT) Services within the college/school in collaboration with the University Computing and Communications Services (CCS).

Critical aspects of this position include developing, implementing and maintaining programs and services which provide faculty, staff, and students with the ability to meet teaching, learning, research and service requirements of the college/school with leading edge technology and robust infrastructure solutions. The Manager must also focus on strong collaboration with Computing and Communications Services (CCS) and other units on campus where appropriate, to maintain integration and compatibility with the evolving campus technology infrastructure, including the adoption of appropriate central IT services, ensuring the College/School remain aligned with University goals and priorities.

This position is responsible for the management of an IT environment in both CSAHS and LANG which includes all staffing (hiring, performance development, coaching, and talent management), service delivery planning, strategic planning, IT asset management, budgeting, departmental administration, project management, purchasing, vendor relationships and negotiation, and liaising with other key contacts in the University to coordinate information and infrastructure management; and other associated duties. The incumbent will be a member of the Management Team in both CSAHS and LANG, actively participating in steering the strategic and technical direction of the College/School in support of the University of Guelph’s commitment to student learning and innovative research.

Requirements of the position include: a University degree (Master’s degree preferred) in a relevant discipline, along with any relevant certifications such as PMP, CSIM, ITIL, coupled with a recommended seven (7) years of relevant experience including a minimum of three (3) years proven experience leading others (personnel management, team building and development), planning and organizational skills, as well as a strong background in the provision of IT services at a department level for a diverse clientele. Advanced project management experience, particularly pertaining to large systems and client services delivery, is desired. Key leadership behavioral competencies for this position include big picture orientation, business understanding, and strong negotiation capabilities. Excellent communication, written and oral, and presentation skills are required for the position.

Position Number         250-040
Classification               P07*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University


invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 12 04
Closing Date: 2019 12 18

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