Product Manager, Enterprise Applications, Student Information Systems (SIS) and Research Information Systems (RIS)

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Professional and Managerial Group

Product Manager, Enterprise Applications, Student Information Systems (SIS) and Research Information Systems (RIS)

Computing and Communication Services

Hiring #: 2019-0461

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 Director of Enterprise Applications, CCS, the Product Manager for Student Information Systems (SIS) and Research Information Systems (RIS) is responsible for all functions required to keep the enterprise applications and the enterprise data within them both operational and secure, providing application and data design and enterprise architecture input, leading and designing agile devOps and change management processes, enterprise information management including data integration and database management processes, and operational support including client and vendor relationship management for the University’s major administrative systems in the Student Information Systems and the Research Information Systems areas including application systems management, reporting, business Intelligence and analytics tools, the supporting databases, data integration and data support areas. This position is responsible for: designing and leading processes to ensure the development and maintenance of the continually evolving enterprise application and information systems according to privacy, audit and security policies and procedures; management of an Information Technology (IT) environment, interaction with an array of industry and business partners to ensure planning and deployment of leading edge solutions in this dynamic environment. The Product Manager is part of the CCS Enterprise Applications leadership team responsible for developing and communicating a vision for the organization, influencing its direction, and leading the strategic planning to set the technical and organizational direction.

As a key contact to the University’s Office of Registrarial Services (ORS) and the Office of Research Services (ORS) the Product Manager works in partnership with both units and is responsible for operations, maintenance, and where appropriate, expanding the use of technology for student and research related systems within CCS to support both units. In this capacity, the Product Manager works closely with the Office of Registrarial Services, the Office of Research Services, and campus stakeholders to: gather requirements, define and document business processes and procedures, use data insights, process knowledge and critical thinking to identify and validate process improvement opportunities and develop business cases for strategic and continuous improvement projects. The Product Manager leads multiple initiatives simultaneously and is responsible for change management and devOps processes as well as overseeing development on the enterprise systems including related technical training, Standard Operating Procedures and runbooks.

Requirements of the position include:

- Undergraduate degree in computer science/information technology or a complementary area such as business administration or engineering with corresponding IT certifications
- Experience with enterprise systems, enterprise data management and the supporting components
particularly in the Student and Research administration areas and/or enterprise data management area, preferably in higher education

- A minimum of seven (7) years related experience with advanced change management managing multiple enterprise environments with dependencies on multiple systems
- Data management experience with the integration of information across multiple systems both on premise and with external partners, ensuring compliance with security and information governance practices and policies
- Expert knowledge of current and emerging trends in enterprise applications (ERPs), enterprise data management, Agile devOps, system implementations and data integration and data governance tools
- Strong analytical ability and excellent interpersonal and communications skills are a must as well as demonstrated aptitude in planning and management
- A track record of strong, effective leadership of products, with demonstrated ability to establish priorities and deliver strategic and tactical objectives
- Ability to work well under pressure, meet established deadlines and manage often conflicting priorities
- Ability to handle matters requiring high level of diplomacy, sensitivity and confidentiality

Assets include:

- Certification with any of the following: Product Management, Project Management, Business Analysis, Development and/or Database systems and/or design, ITIL or audit designations/training will be considered an asset and should be highlighted in your application
- Knowledge of business analysis practice and methodology, good practice frameworks (ITIL/PMI/COBIT) and relevant regulatory compliance (AODA/PCI/FIPPA/security) as well as the ability to develop effective product roadmaps and understand the direction of technology is considered a strong asset
- Strong and effective leadership of products with demonstrated ability to establish priorities and deliver strategic and tactical objectives
- Knowledge and understanding of University policies, procedures and collective agreements is considered a strong asset
- Experience with Agile scrum and Microsoft Azure DevOps will be considered an asset and should be highlighted in your application

Position Number 571-007
Classification P06*

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion 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.

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