Director, Technology Operations

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Professional and Managerial Group

Director, Technology Operations

Computing and Communications Services (CCS)

Hiring #: 2020-0013

Please read the Application Instructions [1] before applying

Computing and Communication 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 Vice-President and Chief Information Officer (CIO), the Director Technology Operations will be responsible for key areas that contribute to the success of CCS through administration of the teams and services that fall within the Information Technology Operations portfolio, supporting the underlying technical structure within CCS. The incumbent will participate in the campus information technology strategic direction as part of the Chief Information Officer’s Leadership team. The Director Technology Operations is a critical leadership position providing key support for the infrastructure services and systems that enable all aspects of the University’s mission. This includes oversight, guidance of staff in services for CCS’ telecommunications and network infrastructure, data centre, storage and backup, managed servers, managed desktops and front-line support services (IT Help Service and Switchboard). CCS is a highly technical operation involving complex systems with a diverse set of requirement and services and the incumbents acts as a key enabler for the various academic, research and business initiative that are informed by all the other areas of the campus.

The Director Technology Operations provides direct oversight to managers in the technology operations area around service planning, process and delivery, human resource management, budgetary and financial accountability, long term planning (people, space, budget), and strategic direction including the alignment with broader campus strategies. This is a critical role given the importance of maintaining a flexible, leading edge information environment in support of teaching, learning, research and administrative services. The incumbent, in conjunction with partners both internal and external to the campus, will provide ongoing planning and development of IT solutions required to ensure that the University is able to respond to rapid developments and changes in various sectors impacting higher education.

Requirements of this position include:

- Under-graduate degree in computer science/information technology combined with a minimum of ten years related work experience, or an equivalent combination of education and experience
- Demonstrated IT industry and Higher Education IT awareness and contacts, with thorough understanding of infrastructure architectures including available products, vendors and suppliers and services
- Strong analytical ability and excellent communications skills are a must as well as demonstrated aptitude in superior planning, administration and people management (including providing leadership, coaching and mentoring)
- Significant experience in the analysis and design of large complex technical environments and business applications.
- Strong and effective leadership with the ability to establish priorities and delivers strategic and tactical objectives
- Demonstrated ability to work in a team environment, build strong relationship with a variety of stakeholders,
and tactfully manage collaborate and collegial interactions

- Expert knowledge of current and emerging trends that support technology operations including solid understanding of hardware, software and cloud solutions that support the Network Infrastructure and storage solution and architecture
- Knowledge and understanding of University policies and procedures is considered a strong asset.

Consideration of candidates will begin in February and will continue until the position is filled.

Position Number     062-014
Classification       P10*

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: 2020 01 13
Closing Date: Until Filled

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