

MOUNT ALLISON UNIVERSITY

Position Posting

Position Title: Director of Information Technology	Position # 1056
Department: Computing Services	Classification: Administration
Supervisor's Title: VP Finance & Administration	Posting Date: March 20, 2018
Position Summary: <p>The Director of Information Technology leads, supports and promotes the strategic use of information technology to advance the University's mission. Reporting to the Vice-President, Finance & Administration the Director leads three managers and a group of 17 individuals organized into three functional groups – User Services, Networking and Applications.</p> <p>The Director position requires the ability to understand, foster and sustain relationships with key stakeholders, including students, faculty, staff, other universities, outside agencies, various levels of government and vendors.</p> <p>The Director is responsible for developing, adapting and promoting a vision to meet the future technology needs at Mount Allison University, overseeing the leaders who manage the day-to-day operations of the department and for recommending strategies, priorities, and projects that will best achieve the university's strategic goals and objectives.</p> <p>The Director also has primary responsibility for ensuring appropriate and effective cyber-security measures are in place to safeguard University information systems, hardware and data.</p> <p>*Please refer to section B for the required Qualifications, Education and Skills</p>	
Hours of Work: This is a full-time continuing position.	
Date of Closure: Applications should be received by the Human Resources department on or before April 16, 2018. Please forward resumes to hr@mta.ca	

Position Description

A. Position Responsibilities

The Director of Information Technology has responsibilities in the following key areas:

Leadership, Relationship Management & Strategic Planning

Provides strong leadership and technical guidance to all individuals in the Computing Services department.

Demonstrates a commitment to developing, motivating and supporting managers and staff to achieve University technology and departmental goals, including by sourcing and providing both IT staff and institution-wide IT-related training opportunities where possible.

Establishes goals and objectives, in collaboration with department members, and manages the annual IT personnel performance appraisal process.

Seeks opportunities to develop internal relationships and collaborations among the University's academic and administrative constituents to advance the University's mission in relation to information technology issues.

Cultivates and manages strategic relationships with external constituents such as the Educational Computing Network, and through agreements with external parties, such as the Town of Sackville.

Maintains strong vendor relationships and manages contract and service agreements with special attention to the hosting agreement with UNB within the framework of the ECN.

Leads the development of a strategic direction and long and short-term plans for the Computing Services department by gauging and anticipating the diverse needs of university constituents, monitoring industry trends and innovations to meet those needs in a cost effective manner.

Budget & Financial Sustainability

Develops and manages capital and operating budgets for the Computing Services Department and technology projects, including preparing the annual budget and overseeing its ongoing maintenance.

Participates in the annual budgeting process for institutional technology needs, providing insight into opportunities for investment in new technologies to improve financial sustainability and service delivery.

Negotiates, within the scope of procurement policies, with suppliers of technology products and services to promote the interests of the university and drive financial sustainability.

Projects & Innovation

In consultation with senior administration and university committees, prioritizes and controls the IT project demands, and negotiates project prioritization and timelines as appropriate.

Seeks opportunities to innovate and improve service delivery and service offerings, by monitoring IT best practices within the higher education sector.

Policies, Procedures and Standards & Service Delivery

Develops, implements, oversees, and assesses technology-related policies, procedures and standards.

Conducts, in consultation with various user groups, ongoing assessments of service delivery to clients and implements both structural and operational changes as needed.

Develops, adapts and oversees a departmental organizational structure designed to meet institutional needs and demands, including assessing and identifying the most cost effective investment of financial resources in IT systems, staffing, daily operations, product purchases and/or in-house development activities.

Supports the University's research and teaching objectives by providing appropriate technology systems and support, and works with students and student affairs professionals to advance the student academic and non-academic experience with creative and effective technology.

Cyber Security & Compliance

Ensures the security and integrity of all university IT systems and ensures that operations adhere to applicable laws and regulations.

Ensures cyber security, risk management, disaster recovery and business continuity planning processes are in place, are adequate and are regularly reviewed for compliance.

B. Required Qualifications

The minimum educational qualification is a Bachelor's degree in a technology related area, Business Administration, or other field of study, with significant relevant IT work experience.

A minimum of 10 years of experience in a leadership/management role is required, and significant past professional experience in the higher education technology field is strongly preferred.

Experience working in an ERP environment is required, with experience with Ellucian (Colleague) preferred.

Extensive experience with IT strategic planning, budgeting, and personnel management in a client-focused environment is required, and experience managing in a unionized work environment is strongly preferred.

Significant experience in all aspects of information technology planning, development and implementation, including but not limited to enterprise resource planning, systems architecture, telecommunications, database administration, web and social media development and security and compliance issues.

Demonstrated broad technical knowledge and skills related to current computing, telecommunications and emerging technologies.

Practical experience with recent developments in campus technology issues is preferred, as is a demonstrated knowledge of the methods by which technology supports teaching and learning.

A demonstrable commitment to customer service and the ability to manage conflict constructively.

Strong organizational skills, the ability to handle multiple tasks simultaneously, the ability to problem solve and to manage complex projects.

Demonstrated experience and skill in negotiating effectively with vendors, contractors, and others.

Exceptional interpersonal and leadership skills with the ability to establish and maintain effective working relationships with faculty, staff, and students.

Strong communications skills, both oral and written, and strong presentation skills.

A record of self-motivation and personal initiative.