

SAINT MARY'S UNIVERSITY

Position Description

TITLE: Manager, Technology and Cloud Infrastructure Operations

Dept and/or Faculty	Enterprise Information Technology
Position Number:	100553
Salary Scale:	Administrative/Professional, Group 7

Summary of Duties

Under the supervision of the Director, Technology Infrastructure, the Manager is responsible for the planning, analysis, implementation and operation of all the information technology infrastructure. The manager designs, delivers and supports the IT infrastructure that exists both on and off campus. The Manager ensures that Technology Operations and Infrastructure contribute value through the recommendation and implementation of solutions that are linked to business needs, that improve service delivery, maintains security and that create a positive return on investment. Additionally, the position manages the central and alternate university computer rooms along with all communication closets. The manager ensures these services support the client's and thus both the EIT Department's and the University's strategic and operational goals and objectives.

Work Characteristics

Customer Service

Builds strong positive relationships with internal and external customers. Delivers the highest quality service. Anticipates needs and develops a reputation for responsiveness.

Leadership

Demonstrates vision. Inspires confidence, encourages participation, instills enthusiasm for institutional and personal professional goals; secures group action. Treats individuals fairly and with respect. Functions effectively under pressure.

Team Building

Seeks and maintains positive working relationships within and among departments. Facilitates, within the EIT Management Team, the work of others. Seeks input of others respecting diverse opinions and ideas. Works as a member of a team with a common purpose.

Work Performed

1. Supervision

20%

- Supervises 7 Technology Analysts. Hires, orientates, trains and evaluates staff. Schedules staff hours.
- Provides leadership to the group to maintain a strong team environment.
- Assigns tasks and/or delegates responsibility.
- Monitors performance and provides day-to-day and periodic formal performance feedback.
- Counsels, and provides training and development opportunities to enhance performance levels and team participation.
- Resolves employee concerns either directly or through established grievance/complaint procedures.
- Initiates disciplinary action, recommends and justifies discharge where warranted.
- Address ongoing planning and process needs with vendors.
- Manages formal and informal agreements to maintain effective support environments for EIT-supported equipment, applications and services.
- Demonstrates fiscal responsibility through adherence to the University's financial business plan and strategies.
- Manages operating budget as well as budgets for various capital infrastructure projects.

2. University's Data network and Telecommunications Infrastructure

30%

- Manages a 24 hour, 7 days a week operation.
- Translates business requirements into infrastructure plans, strategies and solutions.

- Designs, implements and maintains the data network, including access to the internet and telecommunications systems. Ensures dependable infrastructure systems.
- Plans, designs, and delivers new system architecture to meet ever-evolving client demands and expectations.
- Introduces and advocates new technologies. Utilizes alternative delivery models such as Cloud to manage the demand for innovative IT services.
- Manages Firewall reporting, intrusion detection/prevention, and any changes to Firewall policies.
- Participates in creation and updates of a disaster recovery plan, and designs and provides the infrastructure and operational processes required to support it.
- Develops standards and best practices to support infrastructure administration and security. Provides expert advice/consult regarding implementation and operation of information systems and updates designed to increase efficiency and effectiveness.
- Manages the Central and alternate Computer Rooms, and ensures optimal operating conditions. Manages evaluation, implementation and operation of security measures for network access, institutional data, technology services and datacenter access.

3. Business and Research IT Solutions 20%

- Ensures an ongoing stakeholder consultation process and continual assessment of computing and communication needs. Troubleshoots, tests, and evaluates new and updated IT solutions.
- Manages network servers and internet services. Provides customer support, training and guidance. Troubleshoots configuration issues.
- Establishes consolidated processes and procedures, and standards for client-related activities.
- Initiates a planned approach to technology development that will support the demands of an evolving ecosystem.
- Offers expert advice on new technologies and methods to align with business solutions.
- Adheres to Information Technology Infrastructure Library (ITIL) principles and Risk Management protocols in the delivery of IT services.

4. Project Management 15%

- Aligns project activities with technological plans and goals of EIT.
- Prepares risk management plans to mitigate threats to IT operations, e.g. phasing out end-of-life operating systems or hardware.

- Ensures project outcome positively impacts systems efficiencies and service delivery systems.
- Determines priorities for various initiatives and projects and deploys EIT resources as required.

5. Strategic Client Service Management 10%

- Designs and implements a technology infrastructure strategy, aligned with EIT business plan and overall University goals.
- Establishes and maintains relationships with business units, e.g. interface with Facilities Management during construction projects.
- Serves as an active member of cross-department and cross-University working groups, governance committees and projects providing expertise as required.
- Executes tactical plans in accordance with established policies and expectations as determined by the EIT business plan, and in support of the University goals.
- Set goals and objectives for the Technology Operations and Infrastructure group to support the EIT business plan and the University goals.

6. Improvement of IT and Telecommunications Infrastructure and Operations 5%

- Conducts research and evaluates methods for service improvement.
- Recognizes industry best practice and demonstrates a creative approach to infrastructure improvements.

7. Performs other related duties as assigned.

Qualifications Required

Undergraduate degree.

Minimum three years directly related experience.

Experience/training in project management a definite asset.

Demonstrated ability in leading a team of IT Specialists and working under deadlines.

Strong organizational skills.

Ability to work in fast-paced, team-oriented environment.

Supervisory experience in a unionized environment.

Approvals

Incumbent _____

Supervisor _____

Date _____

Date _____

Dept. Head _____

Human Resources _____

Date _____

Date _____