



Manager, Infrastructure and Software Services

Information Technology Services

Posting: A17-19
Position Type: Continuing
Start Date: ASAP

Closing Date: October 16, 2017
Workload: Full-time

ORGANIZATIONAL OVERVIEW

Camosun College is a comprehensive community college located on the traditional territories of the Coast and Strait Salish peoples serving the people of the Greater Victoria Region of British Columbia. Guided by an inspiring strategic plan and administered by a professional community of talented faculty, staff and senior executives, Camosun enrolls 18,000 learners each year, including over 1,100 Indigenous students and 1,100 International students. The College has an operating budget of over \$123 million. Across two campuses, Camosun offers more than 160 certificate, diploma, and bachelor's degree programs in arts, sciences, business, health and human services, trades, technologies, sport education, Indigenous studies and adult upgrading. The College is committed to values of relationship with community, inclusiveness, and respect. As a community, we commit to the process of Indigenization of the college – including both programs and services - and to use this learning to improve the learning experiences for the exceptionally diverse range of student needs and backgrounds present within the Camosun community supporting the commitment to lifelong learning and positive student experiences.

POSITION SUMMARY

This position is responsible to the Chief Information Officer for the planning, management, implementation and maintenance of the College's centrally administered enterprise systems, networks and infrastructure.

- Software Systems include student registration, payroll, finances, library systems, College web sites, portals, etc.

Exempt Position Vacancy – A17-19 Manager, Infrastructure and Software Services

3100 Foul Bay Rd, Victoria, B.C. V8P 5J2

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- Infrastructure includes, data centres, servers, network, wiring, etc.
- The manager is expected to plan, direct, deliver, and evaluate cost-effective computing systems that meet client needs.
- As part of information technology governance practice, the manager is responsible for championing College-wide infrastructure and software related projects.
- The manager is expected to work in close partnership and cooperation with the other Manager(s) of Information Technology Services. This partnership includes effective priority setting and balancing of resources to meet overall college objectives.

REPORTING RELATIONSHIPS

The Manager, Infrastructure and Software Services reports to the Chief Information Officer.

Reporting directly to the Manager, Infrastructure and Software Services are:

- 3 Systems Analysts - CCFA
- 2 Support Programmers - CUPE
- 3 Web Developers – CUPE
- 6 Systems Administrators - CUPE
- 4 Network Administrators – CUPE

The Manager, Infrastructure and Software Services is part of an IT management team that includes the Manager, Client Services and Project Specialists. The Manager, Infrastructure & Software Services is also part of the ITS Leadership team which includes all IT managers, project specialists, supervisors and senior technical positions, the Chief Information Officer and the Chief Information Officer's Assistant.

ESSENTIAL JOB FUNCTIONS

- Manage the operation of all enterprise systems
- Plan and manage the implementation of new college-wide systems
- Plan and manage the retirement of legacy systems as they are replaced
- Ensure the security of data stored on central systems
- Manage the operation of all College-wide computer system servers and related facilities, including hardware, software, networks, power, A/C, etc.
- Provide leadership and supervision to all staff
- Recruit, select, deploy, orient, and evaluate systems development teams staff
- Prepare and monitor related operating and capital budgets
- In consultation with the College community and in partnership with other areas of technology, create and implement long- and short-range computing and telecommunication service plans
- Participate in the purchase of computer and network hardware and software including market research, review of tenders, purchase and service contract negotiations
- Recommend the addition and deletion of hardware, software and enterprise systems
- Direct the installation of new and updated central computing hardware and software
- Develop and implement departmental and operational procedures
- Ensure that after-hour emergencies are responded to promptly

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- Monitor network, system performance & plan for system enhancements to ensure acceptable response times
- Ensure that support needs of staff are met
- Develop and implement relevant training plans for college clients and developers
- Maintain a close liaison with other College departments and provide assistance and advice with their software planning
- Assist the Chief Information Officer with the preparation of divisional plans, budgets, etc.
- Assist in the development of needs assessments and funding proposals to support the expansion of hardware, software and web development at the College
- Evaluate the success of development teams in meeting clients' needs and make changes as appropriate
- Maintain external liaisons with employees at other post-secondary institutes, with College suppliers and consultants, and with members of relevant professional associations and members of the local community
- Participate on task forces and College committees as required

EXPERIENCE AND ABILITIES

- Knowledge of the principles, policies and procedures related to the development and maintenance of central software systems.
- A good understanding of modern software development principles including an in-depth knowledge of database design, web, Internet and Intranet applications, and considerable experience with Unix and/or Windows operating systems, and local- and wide-area networks.
- Excellent knowledge of Agile, Lean, ITIL, and other best practice frameworks.
- Knowledge of current network, server and infrastructure systems, on premises and in the cloud.
- Excellent leadership skills, including team building, planning and working through change and conflict resolution.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of management principles and practices in a service environment.
- Ability to communicate effectively, both orally and in writing.
- Strong client service orientation.

QUALIFICATIONS

A Bachelors Degree in Computing Science, Information Systems, or related discipline along with a minimum of six years applicable experience.

OR

A Masters Degree in Computing Science, Business Administration, or related discipline along with a minimum of three years applicable experience.

OR An equivalent combination of education and relevant experience.

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Progressive experience in a leadership role including planning, budgeting, reporting and supervising staff in a unionized environment is an asset.

Certification in Project Management and/or ITIL practices would be beneficial. A competitive salary, opportunities for professional development and an excellent benefit package are offered. Apply online at www.camosun.ca/careers. We would like to thank everyone in advance for applying, as only those selected for an interview will be contacted.

Camosun College is an Equal Opportunity Employer

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