

**Manager, IT Client Experience
Competition # 320-21****(REVISED)**

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| Department: | Information Technology | Salary Range: | \$89,992 - \$119,990 |
| Campus: | Barrie | Classification: | Administration |
| Posting Date: | November 10, 2021 | Status: | Full-time |

Reporting to Director, Information Technology, the Manager, IT Client Experience is a critical strategic, functional, and operational leadership role accountable for the strategic development of operational requirements, processes and technology, to deliver an exceptional experience for the college community. The Manager will oversee all client-facing functions of IT services, including desktop support, computer labs, audiovisual, and associated analytics and reporting—all to create the best possible technology experience. Specific duties include, but are not limited to:

- Providing strategic direction in adopting industry standards and best practices for service management and related governance
- Developing strategic roadmaps to adopt good practices, develop processes and design functions that support the college community and its strategic goals
- Negotiating and managing contracts with vendors for design and support of processes and tools that support Georgian's IT service management strategy
- Designing IT services lifecycle (strategy, design, transition, operation and continual improvement)
- Defining/monitoring the success of services (analysis of metrics, key performance indicators, critical success factors)
- Designing and leading change management initiatives that trigger changes in practices and processes
- Overseeing the planning, management, and governance of Georgian's administrative and academic end-user computing environment, including teaching and learning spaces and specialized technology used to deliver academic curriculum and client devices
- Directly supporting curriculum building and deployment through end-user technology adoption, including software and hardware and related processes
- Researching and analysing various application and technology options; identifies opportunities for the effective use of technology to support Georgians' business processes.
- Collaborating with Deans, Associate Deans, faculty members, librarians, and administrators to develop long-range (3-5 year) strategic technology and supporting structure plans to ensure the appropriate end-user technology environment is in place.
- Staying current with rapidly changing and complex technologies to be able to provide up-to-date technical advice to the college community and senior management
- Aligning resources to deliver on portfolio priorities and projects
- Is accountable for resource stewardship, policies, procedures and compliance – including adherence to legal and policy directives
- Developing, guiding and empowering the team to deliver high-level service to all clients
- Promoting effective HR planning; Maintaining a high level of team performance and professional capacity through effective hiring, development, mentoring, workflow/goal setting, engagement and ongoing performance management (including coaching, mentoring and progressive discipline)
- Ensuring that the operational assignments of the team are carried out consistently with college policies and procedures, including recruiting, records procedures and other employment-related activities
- Fostering a safe, respectful and supportive work environment in which fair employment practices extend to all members of the community
- Preparing and monitoring operational and capital budgets to align with objectives
- Working with IT leadership team, to develop a communication plan for IT services with Georgian community
- Designing and developing new communication strategies and channels to reflect the demands of current audience

QUALIFICATIONS:

- Successfully completed a four-year degree in computer science or a related discipline
- A minimum of 9 years' progressive customer service management experience
- ITIL Foundations certification would be an asset
- PMP designation would be an asset
- Strong understanding of IT service management
- Proven experience managing staff and/or leading diverse people through project management
- Possess outstanding communication skills, both oral and written; understand the value of and use persuasive techniques
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Experience in supporting applications, desktop operating systems, and computer hardware and peripherals
- Experience in utilizing information technology service management (ITSM) frameworks and tools

Georgian College supports diversity, equity and a workplace free from harassment and discrimination. Georgian College is committed to an inclusive, barrier-free recruitment and selection process and workplace. If you are contacted to participate in the recruitment, selection and/or assessment process, please advise the interview coordinator of any accommodations needed with respect to any materials or processes used to ensure you have access to a fair and equitable process.

Alternate formats will be provided upon request throughout the recruitment and selection process.

APPLY NOW:

To be considered for this position, please visit our website at www.GeorgianCollege.ca and apply by navigating to About Us and then to Career Opportunities.

Georgian College has a COVID-19 vaccination procedure in place. As a condition of employment, employees are required to be vaccinated for COVID-19 to work on any campus, or a facility owned, operated or controlled by Georgian College unless they have a valid medical or religious belief/creed reason for not getting vaccinated, which reason will be considered on a case by case basis and which will be subject to the College's accommodation processes.

This position is open until filled. While we thank all applicants, only those contacted for an interview will be acknowledged.