Job Description

Position Job Title: Director, Information Technology
Location: Campus Support Centre
Reports To: VP Operations

JOB SUMMARY

Campus Support is a centralized service centre that support its clients in making student the number one priority. We are committed to delivering essential operational, marketing and leadership support that enables each campus team to provide an exceptional educational experience. We are happy to say that we are looking for a Director, Information Technology to join our Information Technology department!

The Director, Information Technology is responsible for managing the IT department to develop, implement and maintain the IT strategic direction for the organization. Under the general direction of the Vice President, Operations, the Director, Information Technology will oversee all aspects of the IT department including but not limited to: managing a team, developing and executing strategic plans within budget, and overseeing the IT operations and projects.

JOB PROFILE

Specifically, the Director, Information Technology will be responsible to:

- Oversee the operations and budgets of the IT department to effectively execute the IT department’s goals and objectives to support the mission, vision, core values and commitments of the Company
- Manage and develop the IT department team by hiring, training, motivating, coaching and retaining staff
- Research, review, develop, and implement IT processes and systems to improve end-user experience and technologies
- Other related duties as assigned

SPECIFIC RESPONSIBILITIES

The Director, Information Technology will be responsible for the following, as well as other related duties as assigned to support the business objectives and purpose of the Company.

1. Oversee the operations and budgets of the IT department to effectively execute the IT department’s goals and objectives to support the mission, vision, core values and commitments of the Company such as:
• Determining the present and future needs of the Company and developing recommended short and long term plans to meet such needs
• Being available as a technical resource and providing technical expertise/decision making where required
• Developing and ensuring projects and regular institutional data integrity (backups), and upgrades are completed in a timely and efficient manner with the least disruption to business activities
• Providing high-level technical support for both institution hardware and software
• Overseeing the IT department’s budget including projecting costs and ROI on IT projects

2. Manage and develop the IT department team by hiring, training, motivating, coaching and retaining staff by:

• Conducting staff capacity assessment/planning, working closely with Human Resource Department in selecting and hiring representatives
• Ensuring team members have proper orientation, training and day-to-day guidance
• Working with the Manager, IT Operations, plan, monitor, adjust the work allocation and work schedules for the IT department
• Reviewing and approving employments and employment changes within the IT department such as hiring, promotions, and pay increases
• Conducting performance evaluations and professional development for direct reports

3. Research, review, develop, and implement IT processes and systems to improve end-user experience and technologies by:

• Keeping informed on new and emerging technologies, industry and business system trends
• Researching, recommending and implementing equipment/technology upgrades to meet user requirements
• Conducting research and analysis for the evaluation, selection, administration and support of IT systems
• Working with cross-functional teams to assist in the development and implementation of technical solutions
• Acting as a resource person to senior management staff to evaluate systems and recommend changes
• Overseeing system maintenance and upgrade implementation, calling for repairs and troubleshooting as needed
• Contacting service and equipment providers, negotiating contracts, and maintaining business relationships

4. Other related duties as assigned
POSITION REQUIREMENTS

To be successful in the Director, Information Technology position, individuals must be committed to developing, maintaining and demonstrating the following:

Education and Experience:
- Bachelor’s degree in Information Management, Computer Science, Business and/or in a related field. Master’s degree is preferred.
- Minimum 7 years of industry experience including IT Service Delivery, IT Project Management, IT infrastructure, and/or Business Analysis
- Minimum 5+ years of leadership experience
- MCSE or equivalent training and/or experience
- Experience in planning and implementing complex system and processes and working collaboratively with cross-functional teams such as Human Resources, Finance, Accounting, Operations, and Facilities
- An equivalent combination of education and experience will be considered

Skills and Abilities:
- Ability to think strategically, implement policies, procedures and programs
- Excellent interpersonal skills and the ability to build and cultivate internal and external relationships with stakeholders including employees, students, and contractors
- Advanced oral and written communication skills, including presentation, group facilitation and business writing skills
- Ability to communicate to employees and students in a simple and efficient manner
- Ability to analyze and synthesize complex data sets, and to plan, estimate, schedule and complete projects on time, on budget, with accuracy and attention to details
- Highly skilled in hiring, training, motivating and retaining a team
- Proven self-starter and problem solver with a customer-focused approach
- Strong skills in coaching, delegating and doing conflict resolution
- Must be deadline driven and goal-oriented
- Ability to work under pressure and maintain a calm focus during hectic periods
- Ability to exhibit a professional attitude and image with a commitment to quality service
- Ability and commitment to remain current in technologies including conducting or directing research into IT issues and products
- Knowledge of Mac and PC operating systems, hardware and software applications
- Knowledge of business theory, business processes, management, budgeting, vendor management and business office operations
- Strong Networking knowledge, an aptitude for troubleshooting computer hardware
- Ability to multi-task in a dynamic environment.
- Excellent time management and organizational skills.
- Demonstrate and encourage high standards of behaviour, a professional attitude and commitment to quality service.
- Ability to work independently with minimum supervision
- Excellent judgment and ability to prioritize assignments
Provisos:

- Use of personal vehicle for occasional travel between campuses
- Occasional light lifting
- Occasional overtime may be required.

To Apply:
To apply, please submit your cover letter and resume here: https://campussupport.mua.hrdepartment.com/hr/ats/Posting/view/1641

The job posting will be open until the position is filled. We appreciate and thank all applicants for their interest in advance; however, only candidates selected to move forward in the process will be contacted.
Addendum: Summary of physical and logical I.T. structures at Campus Support

Campus Support and the schools that it maintains are mainly a Microsoft environment with a Cisco routing network. A small segment of the desktop computers are Apple devices. The telephone system is entirely VoIP with Cisco equipment dominating the infrastructure. Cisco equipment also provides the physical base for centralized administration, utilizing Microsoft servers in a Hyper-V environment. The main storage platform is a Nimble disk array attached to the modular Cisco blade servers. We are in the process of adding redundancy at a secondary location.

Desktops, workstations, laptops and printers are dominated by HP equipment. Photocopying and MFP dominated by Konica Minolta. Volume educational licensing with Microsoft provides the bulk of our operating systems and software (MS Office, Visio, etc.).

- We have 43 Schools representing 5 brands (plus 1 care home facility)
- 41 sites connected by Cisco routers and Cisco managed switches
- Approximately 5000 end user computers (including 200 MACs)
- About 200 servers (including 75 virtual servers) across 2 domains

Each campus has 4 subnets to support the Staff domain, the Student domain, dedicated VoIP traffic, and Student Guest access. The subnets communicate through various virtual tunnels across Canada to a central administration point in Surrey BC. Non-domain traffic to the internet is local access through ISPs at all locations.