QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

[redacted]

DEPARTMENT: Information Technology Services

POSITION NUMBER: 00500803 INCUMBENT: New Position

TITLE: Executive Assistant to the AVP/CIO GRADE: 9

Date: 11 March 2013

Job Summary

Reporting to the Manager, Finance and Human Resources, with an indirect report to the Associate Vice Principal Information Technology and CIO, the Executive Assistant provides executive level support to the AVP/CIO. The AVP/CIO has campus-wide responsibility for information and technology, including oversight of the ITServices department, and is a member of many University governance committees. This broad responsibility and engagement requires an advanced level of executive support. The EA must independently and actively monitor the many complex projects and initiatives the AVP/CIO is involved with, anticipate and prepare high-level reports and presentations for the AVP/CIO and for University Governance, and represent the AVP/CIO on standing and ad-hoc committees. The EA proactively manages the AVP/CIO's calendar and correspondence, continually exercising judgement and diplomacy to triage successful outcomes. The EA relies heavily on building and maintaining positive, reciprocal working relationships with peers at a similar level in other Senior Administration offices and many departments. As a member of the team comprising the Office of the CIO, the EA will also lead or facilitate significant projects or initiatives.

Duties and Responsibilities

- Provide comprehensive executive and administrative support to the AVP/CIO including: planning and coordinating activities, researching issues, conducting analyses, preparing presentations and reports, and ensuring follow up or resolution to meet all commitments and objectives.
- Manage the AVP/CIO's schedule and coordinate the schedules of the ITS Leadership team, continually deciding relative priorities, ensuring urgent matters get immediate attention, and planning recurring meetings involving other Senior Administration areas. This includes preparation of draft agendas and distribution of materials, as well as production of minutes, speaking notes and presentations.

- Triages all AVP/CIO phone, email and paper correspondence, to assess relevance, urgency and impact, to determine optimal path to resolution, and to decide when to immediately escalate to the AVP/CIO or designate. This includes handling confidential and sensitive information that relates to labour relations.
- Plans and coordinates the meeting schedules and agendas for the Queen's IT Governance committees, serving as committee secretary and resource to ensure effective committee functioning and desired outcomes within the established governance framework.
- Coordinate and track the delegation of responsibility for AVP/CIO and ITS initiatives and commitments across the ITS Leadership team and management staff, intervening as appropriate to ensure shifting priorities are incorporated in departmental planning and follow through.
- Plans the AVP/CIO's ongoing participation in Canadian and international organizations such as CUCCIO and Educause, ensuring effective travel arrangements, materials preparation, and communication to stakeholders.
- Contribute to the successful operation of the Office of the CIO and the ITS Administration teams, working closely with other administrative staff to meet the needs of the AVP/CIO, ITS Leadership, and the ITS department overall. In particular, lead projects or functions closely related to the strategic goals of the AVP/CIO.

Required Qualifications

- Bachelor's degree from an accredited post-secondary institution in a relevant area.
- 3-5 years' experience as an executive assistant or equivalent in a senior management area.
- Demonstrated judgment and capacity to act independently, assess competing priorities, escalate critical issues, and ensure follow through of others.
- Demonstrated experience in effectively managing the schedule, phone calls, email, etc. for an executive-level position within an environment of constantly shifting priorities and deadlines.
- Advanced organization and planning skills for a variety of responsibilities, and the ability to gather, analyze, synthesize and report on information from both internal and external sources.
- Ability to maintain confidentiality and deal with confidential material on a regular basis.
- Superior oral and written communication abilities
- Experience working in an academic environment encompassing both learning and research will be considered an asset.
- Familiarity with Queen's University's organizational structure, general governance framework, academic programs, administrative operation, and policies will be considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

Special Skills

- Strong organizational skills to coordinate and maintain progress on a number of diverse tasks and carry them to completion simultaneously, and without supervision.
- Demonstrated analytical and interpretative capabilities to plan and conduct research into a variety of complex matters, and prepare written analyses to summarize and/or recommend approach or direction to be taken.
- Ability to work with many interruptions; triaging issues and requests, and adjusting priorities.

- Proficiency with contemporary software applications, including conceptual organizational and presentation tools such as Visio.
- Excellent communication and interpersonal skills; sound judgment, tact and discretion as part of a service organization.
- Ability to maintain confidentiality
- Good project management skills with the ability to plan and coordinate multiple projects.

Decision Making

- Triage all phone calls, e-mail, and paper mail directed to the AVP/CIO, ensuring that matters are dealt with or escalated in priority order and a timely manner, and deciding how to respond on behalf of the AVP/CIO.
- Serve as an initial point of contact for the Principal, Provost and Vice-Principals in the AVP/CIO's absence, and coordinate the required action or response by the Office of the CIO and/or ITS.
- Make frequent decisions regarding management of the AVP/CIO schedule, assessing urgency of a request, using judgment and diplomacy to schedule/reschedule appointments in response to unexpected or competing requirements.
- Decide on best alternatives or a range of solutions to a given situation, identifying and assessing potential risks and benefits of each.
- Decide when to alert, consult with, or involve the AVP/CIO, Associate Directors or other in ITS.
- Determine analysis required to identify trends and/or problems and appropriate action required.
- Determine approach, content and presentation in preparing correspondence, presentations, reports and proposals for the AVP/CIO.
- Decide on work prioritization and time-management; setting schedules to meet deadlines and carry out responsibilities.

Signatures:

Incumbent: _____

Supervisor: _____

CIO/Department Head: _____

Date Signed: _____