Position Description

Department: ITS **Position Number: 00500802** **Date: March 13, 2013**

Title: Manager, ITS Finance and HR **Incumbent: New position** **Grade: 10**

Job Summary:

The Manager, ITS Finance and HR, along with the Associate Directors, is a member of the Leadership Team for ITS, and manages ITS Administration. The Leadership Team has decision making responsibility for the management of department staff and operations, and must be agile and adaptive to continual changes in University priorities and technology. The Manager plays a key role in developing and communicating a vision for the organization; influencing direction, developing consensus, and leading planning for organizational initiatives. Reporting to the Associate Director, CIO Office and Client Experience, the incumbent ensures there is effective management and operational support for all financial, human resources, and administrative functions within the Office of the CIO and across the ITS department. The Manager performs analysis, predictions and scenario modelling, in order to provide recommendations and advice to the CIO and Associate Vice-Principal Information Technology on matters relating to budget, staffing, financial strategy and management, policy, and procedures, all to help ensure the strategic goals, priorities, and responsibilities of ITS are achieved.

Duties and Responsibilities

Manage all financial activities and associated risks within ITS, including the preparation of the annual budget and staffing submission, the allocation of resources to operating units, preparing and setting of unit budgets, and monitoring and reporting all associated financial activities. Provide financial leadership including forecasting, planning, analysis and direction for a multi-year IT Infrastructure capital renewal plan ($2.2 million budget) that is submitted to the Provost's Advisory Committee on Budget for consideration. In addition, the Manager is responsible for maintaining a repository of all ITS contracts, and ensuring that the CIO and ITS Leadership Team have appropriate contract management information for service management and decision-making purposes. He or she selects or develops and implements tools which assist ITS staff and managers in their roles, and enable the Manager to effectively support procurement strategies, contact negotiations, and revenue planning.

Develop and maintain cost and revenue models, determine changes to ITS budget structure to align with the University budget model and strategies, track the impact of any restructuring of operations as necessary, and identify potential risks, challenges and opportunities in the development of effective resource allocation decisions. Ensures that the ITS department has effective financial procedures and controls, and remains compliant with University policies and accepted accounting practices. The incumbent functions as the primary liaison with Financial Services, Procurement Services, and the Budget Office.

Set goals for the department to meet the service objectives of the department/directorate. Provide mentorship, guidance and leadership to staff in order that they can achieve a high level of job satisfaction and career development. Contribute to the development of and communicate a vision for the organization; influencing direction, developing consensus and leading the planning around technical direction.

Lead and actively participate in designing and delivering programs to advance the development of the ITS organizational culture, enabling staff to reach their full potential and function in a professional manner, in order to meet the infrastructure and service needs of the university community. Ensure there are consistent and effective programs for talent management, performance development, project management and change management across the department. Lead the development of a strong environment for advancing staff learning, incorporating the University's learning and development programs. Assist in coordination of professional development and

training provided by external parties, and provide leadership for organizational development. Based on his or her strong insight of the ITS leadership team and functioning of the department, the Manager plays a leading role within the CIO Office to plan and execute the annual leadership offsite meeting, the purpose of which is to improve and enhance the department's ability and capacity to deliver value added services to the campus.

Oversees the ITS Finance and Administration Office, a small team of administrative staff responsible for all financial matters (i.e. procurement, payment, reconciliation, financial analysis and reporting, payroll, contracts).

Supports the Leadership Team in the development and implementation of short and long term staffing strategies; Acts on behalf of the AVP/CIO to authorize the implementation of these plans and changes; and provides coordination, administrative support and guidance for all human resources matters (i.e. development job descriptions, recruitment, selection, oversees the administration of collective agreements for all employee groups, performance development, talent management, learning and development), in alignment with ITS vision, values and strategy, and in accordance with University policy and through liaison with the University's Human Resource Department

Provide advice and guidance to other ITS managers, bringing a complementary perspective to the group and assisting with the planning for the campus infrastructure, services and client support environment to ensure performance, security and reliability meet agreed upon standards. This also includes strategic planning associated with financial or administrative operations and policies. Prepare analyses that drive decision-making by the CIO/AVP, the ITS Leadership Team, and University governance. Building consensus and influencing direction are significant elements of this position. Examples of this would be the decision to outsource enterprise class systems (such as email), or analysis of usage and costing information of the telephony environment to provide guidance on the setting of rates to clients as well as the cost benefit analysis of continuing to provide this service.

Provide professional expertise and information to provincial, national and international organizations, such as CUCCIO and Educause. Advance professional development opportunities and contribute to the body of knowledge in the profession through participation in the Canadian Association of University Business Officers and other sector organizations.

Required Qualifications

- Undergraduate degree in business or equivalent
- A professional accounting designation (CA, CMA, CGA)
- Several years of experience in a business or university environment at a senior level, managing multi-million dollar financial accounts and overseeing human resources affairs for a large (>80) organization.
- A demonstrated track record of success in leading and motivating employees and successful organizational development
- Canadian Human Resources Professional (CHRP) or HRPOA very desirable
- Public sector financial management and reporting experience in Ontario and Canadian academic organizations

Special Skills

- Excellent service culture orientation and proactive client support skills
- Well-developed analytical and problem solving skills with the ability to generate sophisticated reports spanning the spectrum of department or campus IT operations
- Knowledge of key human resource policies and best practices through effective liaison and partnership with University Human Resources.
- Proficiency in using a variety of information technology tools and the ability to identify and adopt new tools to support effective administrative operations

- Exceptional oral and written communication and presentation skills, including effective listening
- The ability to form effective interpersonal networks, influence opinions and secure commitment
- Strong judgement, keen instincts, integrity, professional attitude and confidence, tact and compassion
- The ability to grasp concepts and ideas quickly and to always work effectively within the context of the "big picture"
- A good understanding of the dynamics of the learning environment of a university; Detailed knowledge and understanding of the University's financial, human resource and organizational environment.
- Detailed understanding of third party partnerships entered into by either ITS, consortia purchasing arrangements, large scale vendor agreements, etc
- Ability to understand the client needs and the opportunities IT developments can present to meet the increasingly IT based teaching, learning, research and administrative functions of the University.
- Familiarity with the information technology needs of the University community and an understanding of the work environments of the University.
- Highly developed organizational and project management skills
- A strong commitment to continuing personal and professional development
- Strong leadership and team development skills

Decision Making

- Assess implications of changes in the financial landscape of the department and the University that will have bearing or impact on IT affairs and the ITS strategic direction and operation, and recommend changes to ITS budget structure or financial processes. Lead implementation of new University budget models.
- Determine most effective approach for complex financial planning and management, and advise the CIO/AVP and the ITS Leadership Team on matters relating to financial strategy and practices
- Review and approve all new position appointments and contract renewals, ensuring effective practices in accordance with University policy and departmental norms.
- Decide on the most effective approach for difficult employee situations and liaise with the Human Resources Department on behalf of the CIO and ITS management.
- Monitor cost and revenue streams and develop financial performance indicators and metrics to report key information to the CIO and the University
- Model changes to the financial and budgetary structures of the department and recommend changes to the CIO. Prepare scenario analyses of funding cuts or cost increases and recommend how the ITS budget should absorb those changes, or propose funding increases from the University.
- Determine new procedures and changes to existing procedures to improve internal controls
- On behalf of the CIO, respond to the University Controller, Budget Office Director, and other department heads, and deciding when it is necessary to consult with the CIO and ITS Management.

MANAGEMENT RESPONSIBILITIES:

	YES	NO
Does this position have any management responsibilities?	X	
If yes to the above question, which of the following duties does the incumbent perform for employees who report to him/her?		
- Makes decisions and/or effective recommendations* to hire staff	X	
- Makes decisions and/or effective recommendations to fire staff	X	
- Handles disciplinary matters, including issuing written warnings	X	
- Conducts performance evaluations for reporting employees	X	
- Delegates work and ensures that it is satisfactory	X	

*** Effective Recommendation:** A recommendation that is frequently made and consistently followed by superiors, and is typically implemented without further scrutiny.

Signatures:

Incumbent: _____

Supervisor: _____

CIO/Department Head: _____

Date Signed: _____