EXTERNAL JOB POSTING
August 2021

<u>Information Systems Manager</u>
Full-time Contract Position

The University Students' Council at Western University (USC) has identified investment in technology as an organizational priority and we are thrilled to begin a search for an Information Systems (I.S.) Manager to join our team on a full-time basis for a 2-year contract. The contract has the potential to be extended into a permanent role.

This role will provide an exciting challenge for an emerging technology professional at one of the largest, most dynamic and complex not-for-profits in London. The successful candidate will have the unique opportunity to support and develop a wide-range of technological initiatives and systems. Reporting to the Senior Manager Information Systems, the I.S. Manager will assume primary responsibility for the USC's diverse technology portfolio; serving as the in-house expert providing guidance and direction to staff, interns and volunteers.

The successful candidate will have experience in many fields of information technology, including administering Windows and Google Workspace environments, desktop support, and web services. The ideal candidate will have at least two years' experience in a technology management role, preferably in a not-for-profit setting. Exceptional writing, editing, and presentation skills are required, and candidates should be highly motivated to work in a fast-paced and complex political environment.

Normal hours of work are 8:30 am – 4:30 pm from Monday to Friday. Some work outside of regular operating hours may be required.

Please submit your application by September 10th at 4:30 p.m. at:
https://westernusc.forms-db.com/view.php?id=329129

USC People and Development
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University Students' Council – Position Description

Position Title: Information Systems Manager
Supervisor: Senior Manager, Information Systems

OVERVIEW

About the Organization

The University Students' Council (USC) is the official student association for more than 33,500 undergraduate students at Western University. Incorporated in 1965, we are widely viewed as one of the most reputable and effective student associations in North America. With a $30 million dollar operating budget, 40 full-time staff, and hundreds of part-time student staff and volunteers, the USC provides a robust offering of programs, services, and operations that significantly contributes to Western's student experience.

At our core, we are an advocacy organization, representing the voices of Western undergraduates to the University and all levels of government, but we are much more than that. We own and operate two restaurants, a clothing retail store, and a movie theatre. We facilitate the undergraduate health and dental plan, the student transit pass, and late night shuttle busses. We run major events including Western's Orientation Program, the Purple Concert Series, and Beer Fest. We provide peer support through a comprehensive peer network, the Peer Support Centre, and our on-campus Food Bank.

Our organization is led by a team of six student executives who work full-time on one-year terms. With the endorsement of the USC's 46 student councilors and support of the USC's 8 student directors, the student executive directs all activities of the USC. Under their direction, the full-time staff (the full-time senior leadership team, managers, and unionized staff) work passionately and collaboratively to achieve our mission to enhance the educational experience and quality of life for all undergraduates at Western, and fulfill our vision that students have the power to change the world. Our core values dictate that we are democratic, inclusive, student led, accountable, and operate with integrity.

The USC offers a dynamic and exciting work environment, and an unparalleled place to grow as a professional and a person. With generous benefits, extensive professional development opportunities, and a supportive work culture, we pride ourselves on being a great place to develop and contribute to a meaningful cause.

About the Department

The Information Systems Department's mission is to enable effective, responsive communication through the application of technology. Responding to and anticipating our customers' needs – the requirements and expectations of staff and students – is the core vision of the Department.

We facilitate workflow automation and information exchange, using technical solutions to provide better, more convenient ways for staff to deliver USC services. The Department provides Windows server, PC and Mac desktop support; Google Workplace account management; web hosting and design services; support for our accounting software (Sage), club system, POS, payment processing and ecommerce platforms; and creation of online surveys and elections.

Continuous improvement of skills within the I.S. Department is encouraged. Courses, access to online training, organization memberships, and attendance at conferences are part of annual professional development within the Department. By keeping abreast of changes in information technology, and in consultation with appropriate user representation, we are able to select and recommend technology solutions to most effectively meet the goals, long-term strategy, and direction of the USC.

About the Role

This role provides an exciting challenge for an emerging professional to gain a wide breadth of experience across multiple disciplines. You will support senior leadership in making sound I.T. investments, managing vendor relationships, and ensuring the optimal operation of our I.T. infrastructure. The role includes oversight of all application and systems hardware and software, Google Workplace account management, security best practices, and the delivery of I.T. support services.

Alongside the Senior Manager, you will play a key role in strategic and tactical planning, as well as identifying, selecting, and deploying appropriate technology resources to support organizational goals and objectives. As a Department head, you have the opportunity to contribute to the success of campus-wide initiatives, such as Orientation, sustainability, the undergraduate clubs system, and cybersecurity. You will recruit, train, set job expectations, coach employees for growth and development, address conduct issues and write performance appraisals for I.S. staff.

You can flex your creative side by taking a direct hand in the creation and updating of the USC's websites, including multiple hosted WordPress and WooCommerce installations. You will liaise with multiple stakeholders to support their online presence and the success of their ecommerce initiatives. Working closely with student Interns, you can create new online solutions to address identified needs or expand access to USC services.

DUTIES AND RESPONSIBILITIES

1. **Operational**

○ Direct and lead an internal I.S. team and external advisors by providing leadership, scheduling and workload assignment, following up on work results, and conducting performance management.
○ Implement disaster recovery procedures and security plans in order to maintain USC infrastructure and data.
○ Communicate clearly with potential and approved vendors on system requirements, expectations regarding service delivery, and related tasks.
○ Produce documentation and resources to ensure effective knowledge management.
○ Assist with creation and reconciliation of Departmental and Capital budgets,
○ Oversee our club management, event ticketing software, and ecommerce solutions. In fiscal 2019/2020, these totaled more than $1,200,000 in sales.

2. **Strategic Planning and Project Management**

○ Support the development and management of the USC's overarching technology strategies including special projects, cyclical technology refreshes, ongoing initiatives, and one-time projects.
○ Ensure that the USC stays abreast of emerging technology and best practices by researching and recommending new solutions, policies, and methods.

3. **Software Development**

○ Experience in designing User Interfaces / Experiences for web platforms.
○ Experience with WordPress installations, customizations, and maintenance.
○ Working knowledge of PHP, HTML5, CSS3/4, SQL, and JavaScript.

4. **Customer Service**

○ Oversee desktop and software applications issues for reported user incidents, ensuring that end users are always receiving quality service and support.
○ Provide training and support during all phases of I.T. projects.
○ Help advance the organization by providing excellent customer service, practicing good communication and interpersonal skills, and following through to ensure that problems have been completely resolved.

SUPERVISION

○ I.T. Support Analyst (full-time union position).
○ Web Design Intern (paid part-time student intern).

QUALIFICATIONS

○ A University Degree is required.
○ 5+ years experience in an I.T. environment with solid experience in I.T. support and project management.
○ Organizational leadership skills, with 2 - 3 years management experience working in a not-for-profit environment preferred.

SKILLS

○ Exceptional writing, editing, and presentation skills.
○ Strategic and creative thinker, detail-oriented, highly motivated, diplomatic and tactful.
○ Advanced technical skills, including knowledge of desktop support, content management systems, web design and publishing, customer relationship management systems, spreadsheets and databases.
○ Basic graphic design skills, including the ability to create simple digital graphics as required in time-sensitive circumstances.
○ Sound judgement with a willingness and ability to work under pressure.
○ Excellent time management skills with the ability to prioritize effectively.
○ Professionalism, diplomacy, and discretion when working with internal and external partners and when privy to sensitive information.

WORKING CONDITIONS

○ Working at a desk with a computer for long periods of continued duration.
○ Infrequent travel out of the office.
○ Occasional evening and weekend work on short notice as required to resolve support issues or minimize service disruptions to staff.