#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Associate Vice-President, Information Technology

**Job Number:** X-138 | VIP: 1023

**Band:** EXEMPT- 12

**Department:** Information Technology

**Supervisor Title:** Vice-President, Finance & Administration

**Last Reviewed:**  May 19, 2022

#### **Job Purpose:**

Reporting to the Vice-President, Finance & Administration, the Associate Vice-President, Information Technology (AVP, I.T.) will provide I.T. strategy development, policy and planning leadership for the University’s academic, research and administrative information technology infrastructure, services and applications in a diverse organization with evolving and important technology needs. The AVP, I.T. will lead and develop a high-performing team, tasked with ensuring that the University’s central academic and administrative systems, enterprise computing and networking infrastructure, voice services, audio-visual services, information security and risks, and support programs address the requirements of the Trent community. With a clear emphasis on client service, and quality, timely and secure services, the AVP, I.T. will provide expert advice and leadership in the effort to best support students, staff, and faculty in their academic and research endeavors. A key measure of success in this role will be engaging key stakeholders in the development of a common vision and a coordinated approach for I.T. across the University that will optimize the University’s overall investment in I.T. and support the University’s core mission.

#### Key Activities:

##### Leadership

1. Acts as a campus advocate regarding the role of information technology in fulfilling the University mission. Provides leadership to the campus community in the areas of I.T. strategy development, policy and planning, research and administrative information technology infrastructure, services, and applications.
2. Ensures that technology in its many forms fully serves the University’s teaching, research and service missions using a model of partnership and collaboration. Ensures an appropriate campus infrastructure in support of instruction and research.
3. Plans campus-wide information services, resources and technology: coordinates and conducts the evaluation of existing and new/external computer/technology, telephone and telecommunication applications for academic programs and administrative functions and prepares recommendations for the appropriate systems and services requirements for future University needs; develops and oversees the planning and implementation of an information technology master plan related to University-wide systems and services as required.

##### Management

1. Develops and manages both operating and associated capital budgets for Information Technology services. Allocates resources (budget, personnel, equipment, etc.) to managers; ensures efficient use of space; approves and coordinates I.T. priorities; analyzes and resolves problems.
2. Explores external funding sources for large scale I.T. projects and manages expenditures carefully to maximize budget dollars.
3. Hires, develops, coaches, trains, and evaluates managers; communicates effectively and in a timely manner with I.T. staff, Vice-Presidents, and other University divisions and departments; encourages a team environment; explores new opportunities to enhance the services of Information Technology, helping others accomplish related job results where needed.

##### Technology Management & Development

1. Stays informed of emerging technologies and advises senior management of new methods of reducing costs and improving the University's service to its customers. With the assistance of the technical staff, consult with the University community in all areas supported by Information Technology.
2. Develops and implements I.T. policies and practices. Creates and maintains standards of technology. Provides process-reengineering services as appropriate.
3. Stays abreast of legal issues that govern the appropriate use of technology and develops internal policies that support such laws and best practices.
4. Ensures that appropriate attention is paid to cyber security, disaster recovery, and business continuity. Audit and enhance security management for the University's information technology systems.
5. Oversees I.T.-related proposals and assists University departments with functional, budget, and equipment purchase and installation needs.

#### Education Required:

* Honours University Degree (4 year) in Computing, Mathematics or Business.
* Master’s Degree preferred.

#### Experience/Qualifications Required:

* Minimum fifteen (15) years of progressively more senior responsibility for technology within an academic or similar institution leading I.T. strategic initiatives or equivalent combination. Graduate degree in a related field beneficial.
* Knowledge of education delivery systems and I.T. trends relevant to the higher education environment.
* Experience in budget and personnel management.
* Demonstrated customer service orientation.
* Thorough knowledge of integrated administrative computing systems, network, telecommunications, and instructional technology support services. Demonstrated ability to evaluate, plan, implement and manage effective academic and administrative systems.
* Proven ability to provide leadership and managing diverse staff and a variety of projects simultaneously.
* Ability in planning, designing, and implementing policies and procedures.
* Excellent written communication skills.
* Excellent interpersonal and communication skills.
* Solid analytical/problem solving skills.
* Knowledge of collegiate environment and its processes.
* Knowledge of communication skills.
* Knowledge of time management skills to effectively delegate time to all functional duties of position.
* Knowledge of organization skills.
* Knowledge of interpersonal skills to deal with a myriad of individuals and external organizations.
* Conceptual skills - ability to understand the goals of the University and departmental servicesimpact upon the University, staff, students, and external agencies.

**Job Evaluation Factors:**

**Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

* X-187 Manager, Information Services
* X-197 Manager, Digital Service Delivery
* X-149 Senior Manager, Client Support
* C-079 Information Security Officer

Indirect Responsibility for the Work of Others:

* Minimum 22 OPSEU full-time positions