#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Director, Client Services

**Job Number:** X-473 | VIP: 1984

**Band:** EXEMPT-9

**Department:** Information Technology

**Supervisor Title:** AVP, Information Technology

**Last Reviewed:**  April 22, 2024

#### **Job Purpose:**

The IT Director, Client Services, exists to champion the delivery of high-quality IT customer-centric services that meet the diverse needs of the University. By strategically overseeing the IT Client Service Desk, Desktop Management, Classroom Technology and Support, and LMS Administration and Support, this role ensures the seamless operation of technology solutions, fostering innovation, and enhancing the overall user experience. With a commitment to strategic alignment, service excellence, and continuous improvement, the IT Director of Client Services is instrumental in driving the organization toward its technological goals and aspirations.

#### Key Activities:

* Lead IT Client Service Desk operations in Peterborough and Durham
* Develop incident management protocols and drive service improvement initiatives.
* Strategically plan desktop hardware and software acquisition, standardize configurations, and ensure deployment consistency.
* Implement robust security measures, manage patch updates, and address information security risks.
* Ensure seamless integration of technology in classrooms, coordinate maintenance and upgrades, and manage Learning Management System (LMS) operations.
* Provide comprehensive user support, facilitate content creation, and integrate LMS with other systems.
* Define KPIs for IT client services, provide regular performance reports, and utilize data insights for continuous improvement.
* Translate IT vision and strategic direction, oversee function-specific strategies and initiatives, and ensure integration of university computing systems and services.
* Negotiate and obtain resources for long-term projects, develop innovative business solutions, and ensure compliance with policies and standards.
* Develop relationships with stakeholders, act as the university’s representative, and oversee human resource practices and processes.
* Oversees and ensures that all human resource practices and processes are complied with and develops leadership strength in functional areas by coaching reporting leaders and staff in the development of critical competencies and by modelling valued leadership behaviours.
* Provides career planning advice to staff and creates development plans to help staff achieve their career goals including assigning work which leverages their skills and capabilities and provides them with opportunities for learning.
* Directs the preparation, control and administration of budgets for reporting areas and approves major expenditures.
* Maintain professional designations, stay updated on information technology techniques, and provide leadership to IT governance committees and functions.

#### Education Required:

* Master’s degree required.
* Honours Bachelor’s Degree in Business Administration, Engineering, Computer Science, or related area from a recognized University with Canadian accreditation.

#### Experience/Qualifications Required:

* Over eight (8) years of progressive IT leadership experience in higher education or similar complex organizations.
* Extensive track record leading and cultivating high-performing, collaborative IT teams, including managing IT service domains such as client services, desktop management, and educational technology.
* Engaged effectively with diverse stakeholders, including university leadership, faculty, staff, and external partners, and managed technology vendors to meet university standards.
* Strong communication skills for conveying complex technical concepts and aligning technology initiatives with institutional goals.
* Proven adaptability to evolving technological landscapes and changing academic priorities, with strong analytical and problem-solving skills.
* Experience developing team members' leadership skills, managing IT budgets, and optimizing resources.
* Additional qualifications in project management, IT governance, and security are beneficial, with relevant experiences in equity, diversity, and inclusion.

##### Technical:

* Proficient in IT Service Management (ITSM) and ITIL best practices, including incident, problem, and change management.
* Experienced with Windows, macOS, and Linux operating systems, deployment tools, and desktop virtualization, as well as LMS administration and integration with student information systems.
* Skilled in Microsoft Endpoint Manager, Configuration Manager, and Intune for desktop management, with an understanding of cloud computing's impact on desktop management and user services.
* Familiarity with Mobile Device Management (MDM) solutions and technology procurement, including negotiation and contract management.
* Awareness of IT security principles, regulatory requirements, compliance standards, and emerging technologies impacting client services, with a commitment to continuous learning and adaptability.

##### Competencies:

* Customer Service: Leads customer-centric IT strategies, excels in stakeholder engagement and communication, exceeds service benchmarks, minimizes disruptions, and fosters innovation.
* Collaboration: Improves communication, shares credit, monitors and enhances team effectiveness, influences team strategy positively, and demonstrates commitment under challenging situations.
* Communicating for Results: Engages with leaders, seeks consensus, debates opinions, resolves conflicts, explains complex situations, and solicits expert perspectives for decision-making.
* Problem-Solving: Anticipates risks, forecasts trends, defines innovative solutions, and gains senior leadership approval for critical issues.
* Leading Self: Manages emotions, reflects on setbacks, seeks feedback, adapts to change, and positively influences others.
* Leading Others: Supports learning and development, mentors talent, ensures equitable opportunities, fosters diversity, and promotes effective conflict resolution.
* Leading the Organization: Understands technology trends, champions alliances, provides support for strategic direction, and fosters a culture of continuous transformation.
* Strategic Technology Planning: Develop plans aligning with organizational needs, incorporating emerging technologies and economic viability.

#### Supervision:

##### Direct Responsibility for the Work of Others:

* Enterprise Desktop Specialist
* Seven (7) Service Desk Analysts
* Service Desk Support Coordinator
* Fifteen (15) Part-Time Student Workers providing Technical Support
* Senior Instructional Technologist
* Instructional Technologist LMS
* Instructional Technology Room Controls and Training

**Job Evaluation Factors:**

##### Analytical Reasoning

*Description:*

The role of Director of IT Client Services within a university environment demands a profound ability to apply analytical reasoning. This involves the strategic oversight of diverse IT services, including Client Service Desk, Desktop Management, Classroom Technology, and LMS Administration. Analytical reasoning is integral to navigating complex technological landscapes, solving intricate problems, and making informed decisions that align IT strategies with the university's educational objectives.

*Degree of Complexity or Difficulty:*

The degree of complexity or difficulty associated with analytical reasoning for this role is high. The director must grapple with multifaceted scenarios, considering diverse user requirements, emerging technologies, and budget constraints. The need for strategic planning and decision-making requires an analytical approach to assess complex IT challenges and identify optimal solutions.

*Work Example:*

In a significant scenario, the university is undergoing a transition to a new Learning Management System (LMS). The Director of IT Client Services is tasked with analyzing the current LMS landscape, understanding the unique requirements of various academic departments, and evaluating the technical feasibility and implications of migrating data and functionalities. Through analytical reasoning, the director conducts a comprehensive cost-benefit analysis, weighing factors such as user experience, integration capabilities, and long-term scalability. This leads to the development of a migration plan that minimizes disruption, ensures data integrity, and aligns with the university's pedagogical goals—a clear demonstration of the analytical prowess required to make well-informed decisions in complex, institution-wide IT initiatives.

##### Decision Making

*Description:*

The Director of IT Client Services within a university environment holds a pivotal role that demands strong decision-making abilities. This involves the formulation of strategic decisions related to IT services, including Client Service Desk, Desktop Management, Classroom Technology, and LMS Administration. The director is responsible for making choices that align with the university's overall IT strategy and educational objectives.

*Degree of Freedom to Exercise Initiative:*

The degree of freedom to exercise initiative or act independently in making day-to-day decisions is substantial for this role. The director operates with a considerable level of autonomy, empowered to make decisions that impact the efficiency and effectiveness of IT services. The complexity of IT challenges and the dynamic nature of the university environment necessitate the ability to act independently in decision-making.

*Work Example:*

In the implementation of a new IT service desk system, the Director of IT Client Services has the autonomy to assess various service desk solutions, negotiate contracts, and decide on the most suitable system for the university's unique needs. This involves considering factors such as scalability, user experience, and budget constraints. The director's decision-making authority extends to developing implementation timelines, determining resource allocations, and overseeing the transition process. This work example illustrates the significant responsibility and freedom to exercise initiative in making decisions that directly impact the quality of IT services provided to the university community on a day-to-day basis.

##### Impact

*Description:*

The Director of IT Client Services in a university environment holds a pivotal position, overseeing desktop management and security initiatives, including the integration of Microsoft Azure solutions. This role involves making strategic decisions that profoundly influence the operational efficiency, security, and overall technological landscape of the university.

*Impact or Consequence:*

The impact or consequence of typical actions or decisions taken by the Director of IT Client Services is substantial, particularly in the context of desktop management and security leveraging Microsoft Azure. Strategic decisions related to Azure adoption and security protocols directly affect the university's ability to provide a seamless, secure, and scalable computing environment. Well-implemented Azure solutions contribute to enhanced collaboration, data protection, and operational agility, while lapses in security measures may expose the university to cyber threats, data breaches, and disruptions.

*Work Example:*

In response to the growing need for a secure and scalable infrastructure, the Director decides to migrate the university's desktop services to Microsoft Azure, implementing Azure Active Directory for enhanced identity management and security. This decision facilitates secure single sign-on (SSO), multi-factor authentication (MFA), and seamless access to desktop resources from any location. The impact is transformative—improved data protection, increased system reliability, and optimized resource allocation. This strategic move enhances the overall user experience for students and staff while fortifying the university against potential security threats. Conversely, a delay or oversight in implementing these Azure security measures could expose the university to unauthorized access, jeopardizing sensitive data and eroding the trust of the university community. This work example underscores the critical impact of the Director's decisions on desktop management and security, particularly in the realm of Microsoft Azure integration within the university environment.

##### Responsibility for the Work of Others

The Director of Client Services plays a crucial role in supervising and leading a diverse team of professionals, ensuring that the hiring, performance evaluations, coaching, and disciplinary actions are aligned with the department's objectives and the university's overall mission. This factor underscores the director's responsibility for fostering a collaborative and high-performing team that contributes to the success of the IT Client Services Team.

* Enterprise Desktop Specialist
* Seven Service Desk Analysts
* Service Desk Support Coordinator
* Fifteen Part-Time Student Workers providing Technical Support
* Senior Instructional Technologist
* Instructional Technologist LMS
* Instructional Tech Rm Controls and Training

##### Communication

*Description:*

Effective communication is a critical competency for the Director of IT Client Services within a university environment. The role involves regular interaction with internal and external stakeholders to ensure alignment of IT services with organizational goals, address user needs, and foster a collaborative and informed technology environment.

Key Internal Communication Partners:

1. University Leadership and Administration:
	* *Purpose:* Regular communication with university leadership involves presenting updates on IT service performance, discussing strategic plans, and aligning IT initiatives with the university's overall objectives. It ensures that IT services contribute to the broader academic and administrative mission.
2. IT Teams and Staff:
	* *Purpose:* Internal communication is crucial for coordinating daily operations, disseminating policy updates, and fostering collaboration among IT teams. The director communicates to ensure a unified understanding of goals, share insights, and address challenges within the IT Client Services domain.
3. Faculty and Academic Departments:
	* *Purpose:* Regular communication with faculty involves understanding technology needs, providing training on new IT services, and addressing concerns related to classroom technology and support. Collaboration with academic departments ensures that technology supports teaching, research, and learning objectives effectively.
4. End Users (Students and Staff):
	* *Purpose:* Engaging in consistent communication with end users is vital for disseminating information about IT services, addressing support inquiries, and promoting awareness of technology resources available to enhance productivity and learning experiences.

Key External Communication Partners:

1. Vendor Representatives:
	* *Purpose:* External communication with vendors involves negotiation, procurement discussions, and staying informed about technological advancements. It ensures that the university leverages cutting-edge solutions and services.
2. Industry Peers and Networks:
	* *Purpose:* Networking with peers and participating in industry forums facilitates the exchange of best practices, insights, and collaborative problem-solving. It helps the director stay abreast of emerging trends and innovations in IT services within the academic sector.
3. Government and Compliance Authorities:
	* *Purpose:* Communication with government and compliance authorities ensures adherence to regulations and standards in IT services. It involves reporting on security measures, privacy practices, and any compliance-related matters affecting the university's IT operations.

##### Motor/ Sensory Skills

While the Director of IT Client Services role does not require extensive physical movement or hands-on manipulation of objects, it demands a high level of proficiency in sensory skills, particularly visual acuity, auditory skills, and tactile sensitivity. These skills are integral for processing complex information, making strategic decisions, and effectively communicating with diverse stakeholders. The emphasis on cognitive and managerial skills in a technology-driven environment underscores the importance of sensory skills in achieving success in this role.

*Key Motor/Sensory Skill Requirements:*

1. Visual Acuity:
	* Tasks:
		+ Analyzing complex data sets and reports.
		+ Reviewing and evaluating user interfaces for enterprise applications.
		+ Ensuring the visual consistency and accessibility of software interfaces.
2. Auditory Skills:
	* Tasks:
		+ Participating in meetings and discussions with various stakeholders.
		+ Listening to user feedback and concerns related to IT Client Services
		+ Staying informed about industry trends through webinars, podcasts, and conferences.
3. Tactile Sensitivity:
	* Tasks:
		+ Engaging with touch-based interfaces and technology devices.
		+ Handling physical documents and materials related to IT Client Services
		+ Assessing the tactile aspects of user experience in software design.
4. Cognitive Processing:
	* Tasks:
		+ Processing and synthesizing complex technical information.
		+ Making strategic decisions based on data analysis and interpretation.
		+ Evaluating the efficiency and effectiveness of client services functions.
5. Communication Skills:
	* Tasks:
		+ Articulating complex technical concepts to diverse audiences.
		+ Facilitating discussions and meetings with internal and external stakeholders.
		+ Composing clear and concise written communications for reports, documentation, and emails.
6. Coordination and Multitasking:
	* Tasks:
		+ Coordinating multiple client services projects simultaneously.
		+ Managing teams and resources to ensure efficient project execution.
		+ Balancing short-term tasks with long-term strategic planning.
7. Analytical Skills:
	* Tasks:
		+ Conducting in-depth analysis of technology solutions and their impact.
		+ Identifying trends and patterns in data for informed decision-making.
		+ Troubleshooting and solving complex problems related to client service functions.

##### Effort

*Description:*

The role of Director of IT Client Services within a university environment requires a combination of physical and mental effort to effectively manage the diverse responsibilities associated with providing robust IT services. This factor assesses the demands placed on the incumbent in the ordinary course of performing their duties.

Physical Demands:

*Sustained Concentration:*

The role involves tasks requiring sustained concentration and focus, such as developing strategic plans, analyzing complex IT challenges, and overseeing critical projects. This demands mental resilience and the ability to maintain focus over extended periods.

Mental Demands:

*Strategic Planning and Decision-Making:*

Developing and executing strategic plans for IT services requires intense mental effort. This includes analyzing current technology landscapes, identifying areas for improvement, and making informed decisions to align IT services with the university's objectives.

*Problem Solving:*

Addressing and resolving complex IT issues and challenges demands a high level of mental effort. The director must assess situations, troubleshoot problems, and devise effective solutions to ensure the seamless operation of IT services.

*Change Management:*

Implementing changes in IT infrastructure, technology upgrades, or process improvements involves mental effort to manage the complexities of change, including anticipating potential issues, ensuring stakeholder buy-in, and minimizing disruptions.

*Interpersonal Communication:*

Engaging with diverse stakeholders, including university leadership, IT teams, faculty, and students, requires mental effort to effectively communicate complex technical information, understand diverse perspectives, and address concerns.

*Vendor Negotiations and Contract Management:*

Engaging in negotiations with technology vendors and managing contracts involves mental effort to analyze terms, assess financial implications, and ensure that agreements align with the university's IT requirements and budget constraints.

*Policy Development:*

Developing and updating IT policies involves mental effort to analyze regulatory requirements, assess potential risks, and formulate clear, comprehensive policies that align with industry standards and the university's needs.

*Emergency Response:*

Responding to IT emergencies, such as security incidents or system failures, demands mental agility and quick decision-making to assess the situation, implement corrective measures, and minimize the impact on university operations.

*Training and Development Initiatives:*

Designing and implementing training programs for IT staff and end users requires mental effort to develop effective training materials, assess learning needs, and ensure the successful transfer of knowledge.

##### Working Conditions

The working conditions factor for the Director of Client Services role considers a combination of sedentary work, high cognitive demands, ambiguity, collaboration pressures, technology implementation challenges, institutional responsibilities, work-life balance considerations, and data security stressors.

*Working Conditions:*

1. Sedentary Work Environment:
	* Nature: A predominantly sedentary role requiring prolonged periods of desk work and computer usage.
	* Frequency and Duration: Daily exposure to desk-based tasks, with occasional breaks.
2. High Cognitive Load:
	* Nature: The need for sustained mental concentration and focus on complex technical and strategic matters.
	* Frequency and Duration: Daily exposure to intricate problem-solving, decision-making, and strategic planning.
3. Ambiguity and Uncertainty:
	* Nature: Inherent uncertainty in technology projects, with unforeseen challenges and evolving academic needs.
	* Frequency and Duration: Regular exposure to ambiguity, necessitating adaptability and flexibility.
4. Meeting and Collaboration Demands:
	* Nature: Engaging in frequent meetings, discussions, and collaborations with various stakeholders.
	* Frequency and Duration: Regular exposure to team interactions, requiring effective communication and collaboration skills.
5. Technology Implementation Pressures:
	* Nature: Pressure associated with the successful implementation of enterprise applications within specified timelines.
	* Frequency and Duration: Occasional exposure to critical project phases, demanding focused efforts.
6. Responsibility for Institutional Impact:
	* Nature: Decision-making with broad institutional implications, adding a high level of responsibility.
	* Frequency and Duration: Ongoing exposure to decisions that directly impact the university's operations and academic functions.
7. Work-Life Balance Challenges:
	* Nature: The potential for extended working hours and occasional challenges in maintaining work-life balance.
	* Frequency and Duration: Occasional exposure during critical project phases or issue resolution.
8. Data Security and Compliance Stressors:
	* Nature: The responsibility for data security and compliance introduces stressors related to safeguarding sensitive information.
	* Frequency and Duration: Regular exposure to addressing and mitigating potential security risks to protect the university's data.