STAFF VACANCY

Brescia University College (www.brescia.uwo.ca), a Catholic university college affiliated with Western University, is Canada’s only women’s university and provides instruction to over 1,600 students. Brescia is currently seeking an experienced and dynamic individual to fill a position as:

**Manager, Corporate Systems**  
**(Permanent Fulltime)**

Reporting to the Director of Facilities Management, the Manager, Corporate Systems will provide leadership and direction for the academic and administrative partnership linkage within all areas of IT at Brescia. The Manager designs and oversees the governance structures for service management, business relationship management, end user computing technology and the end user experience. The Manager will be responsible for the design and provision of IT services for the client focused areas such as teaching and learning spaces (classrooms, computer labs, learning commons, etc.), offices and other areas across Brescia’s campus. The incumbent will oversee the configuration of the end user computing technology, educational technology, audio visual, general purpose computing lab and the telephone system.

As Manager, you will manage major projects, including RFPs and technology acquisition projects; facilitate the development and maintenance of hardware, software and network standards; facilitate and support technology adoption and technology deployment within the institution. To accomplish this, the Manager is instrumental in developing service strategies, designing governance models and executing and operationalizing them while working in collaboration with Western Technology Services and other internal and external stakeholders.

**QUALIFICATIONS:**

- Successfully completed a four year postsecondary degree in a relevant field of study that may include, but is not limited to computer studies;
- Seven years’ experience defining, implementing and managing data enterprise systems;
  - Project Management Professional (PMP) and Control Objectives for IT (COBIT) certifications would be considered an asset;
  - Expert with desktop support methodologies, Active Directory Policies, SCCM, PC Deployment
  - Expert with typical office software (MS Office, Adobe, SASS, STATA etc.) typically used in Higher Education
  - Working knowledge of higher education classroom and teaching technologies
  - Working knowledge of both project management and helpdesk/support best practices (ITIL)
- Ability to demonstrate strong analytical, facilitation and negotiation skills;
- Demonstrated business acumen and technical skills as they relate to higher education;
- Proven experience working in a matrix/cross-functional environment requiring a high degree of collaboration within a project team environment;
- Demonstrated ability to be result oriented and successful in creative problem solving and team partnership;
- Demonstrated experience working with senior levels of managements with the ability to exercise independent judgement in regards to business decisions;
- Demonstrated ability to provide a high level of communications (written and oral) with the ability to deliver strong customer service;
- Ability to manage multiple projects within established timelines in order to meet project objectives;
  - Excellent time management skills and a demonstrated ability to organize and prioritize multiple tasks and meet competing deadlines in a fast paced environment;
Specialized or technical training in customer relationship / service, continuous quality improvement, process mapping and improvement, and / or Lean principles is desired;

Extensive and broad experience and knowledge of current information systems (e.g. communication, end user and consumer technologies) and their relation to Brescia’s strategic objectives;

In-depth knowledge of industry best practices, frameworks and models; end-user computing and educational technologies related to academic and administrative requirements and supporting infrastructure; systems architecture integration methodologies; process building, evaluation and continual improvement; current classroom and audio visual technology;

Well-honed and developed interpersonal skills to represent Brescia professionally;

Demonstrated ability to problem solve effectively and use good judgement in all decisions;

An open, inviting and approachable personality that allows the opportunity to build meaningful, trusting relationships;

A strong willingness to participate fully in a team environment;

Ability to work with diverse communities with respect, sensitivity, creativity, innovation, and cultural understanding;

Please submit a cover letter and resume by 4:00 p.m. on Tuesday, December 10, 2019, to

Brescia University College
c/o Human Resources
1285 Western Road
London, Ontario N6G 1H2
Email: bucacreer@uwo.ca

The University invites applications from all qualified individuals. Brescia University College is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous person, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact Human Resources at bucacreer@uwo.ca.