SIMON FRASER UNIVERSITY
ADMINISTRATIVE & PROFESSIONAL
JOB DESCRIPTION

Position Title: Associate Director, Business Solutions
Department: Application Services, IT Services
Reports to: Director, Application Services, IT Services
Employee Group: APSA

Position #: 0001353
Reports to #: 00114506
Grade: 13

POSITION SUMMARY
The Associate Director, Business Solutions leads a team dedicated to gathering requirements, analyzing, evaluating, implementing, validating and supporting enterprise solutions to support SFU’s strategic goals. Working in partnership with members of the university community, the Associate Director plans, coordinates, and manages software solutions; the deployment of enterprise-level services; and the allocation of team resources to successfully complete projects that align with the university’s priorities.

DUTIES AND RESPONSIBILITIES
1. Plans, coordinates, and manages software solutions; the deployment of enterprise-level services; and the allocation of team resources by:
   • Understanding client requirements, collecting data, delivering analysis and problem resolution.
   • Addressing client needs; identifying, evaluating and recommending options; and implementing as required.
   • Collaborating with, and facilitating stakeholder groups, as part of formal or informal consultancy agreements.
   • Enhancing the capabilities and effectiveness of client personnel; ensuring that proposed solutions are properly understood and appropriately exploited.

2. Performs business analysis within a significant segment of the university by:
   • Establishing the contribution that technology can make to business objectives.
   • Defining strategies.
   • Validating and justifying business needs; conducting feasibility studies, producing high-level and detailed business models, and preparing business cases.
   • Overseeing the development and implementation of solutions, taking into account the implications of change on the organization and all stakeholders.
   • Guiding senior management towards accepting change brought about through process and organizational change.

3. Determines policy on discovery, analysis and documentation of requirements by:
   • Defining requirements standards and quality targets for the university in agreement with key stakeholders.
   • Organizing scoping and business priority setting for strategic business changes involving business policy-makers and direction setters.

4. Develops plans to ensure that the university has appropriately skilled resources to meet institutional objectives and commitments by:
   • Managing the effective implementation of resource planning, recruitment, selection, assessment, on-boarding and transitioning of resources.
   • Advising on standards, methods and tools for resource management.
   • Ensuring compliance with relevant statutory or external regulations and codes of good practice.
   • Contributing to the development of resource management policies, standards and guidelines and to audits and assessment of resource management processes.

5. Maintains an awareness of developments in the industry and keeps skills up to date.

6. Analyzes requirements and advises on scope and options for continuous operational improvement.
IMPACT OF DECISION MAKING
Advice and decisions have a measurable impact on the effectiveness of enterprise solutions at the university. Makes decisions which impact the success of assigned work, i.e., results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments.

Makes decisions on:
- Resource allocation and management of resources.
- Policy on discovery, analysis, and documentation of requirements.
- Work plans to ensure that the unit has appropriately skilled resources to meet objectives and commitments.
- Recommended solutions based on requirements, goals, and enterprise architecture.

RELATIONSHIPS
Sets objectives necessary for obtaining feedback and assistance. Partners with wide circle of contacts and involves them in generating mutually beneficial opportunities and achieving agreeable outcomes. Shares ideas, issues, and opportunities with members of personal network. Seeks referrals from others with relevant expertise and influence. Attends and maintains relationships with relevant formal and informal professional groups and organizations.

Supervisory
Direct Reports: between 10 to 20.

Supervises staff by providing guidance, coaching and mentorship, ensuring the appropriateness and currency of job responsibilities, initiating recruitment for temporary and continuing staff, hiring staff, providing or directing the provision of training and development, evaluating performance, approving leaves of absence, and responding to grievances.

Primary Working Relationships
**Internal/External Connections** - Works closely with other IT Services managers and staff, as well as faculty and staff across the university. Provides professional advice, guidance and consultation to staff and as a member of the senior management team. Builds appropriate and effective business relationships.

QUALIFICATIONS
Master’s degree in Business Administration or Computing Science, post-secondary credentials in areas related to software systems and IT portfolio management, and eight years of related IT experience including the provision of software services in a variety of IT domains, including five years’ experience in business analysis, and at least one year of experience in project management; application management; and software system development and management; or an equivalent combination of education and experience.

Excellent knowledge of standards, methods, tools and applications relevant to business analysis, application service delivery, and enterprise systems and solutions.
Excellent interpersonal, and communication skills (e.g., verbal, written, and presentation).
Excellent facilitation, negotiation, conflict resolution, leadership and team building skills.
Excellent business analysis and project management skills.
Abilities to work collaboratively with others, with competing interests, and with divergent groups to bring about positive change.
Ability to lead consensus-based decision-making processes; facilitate problem-solving; and resolve contentious issues.
Ability to analyze, design, plan, execute and evaluate work to time, cost and quality targets.
Ability to assess and evaluate risk.
Ability to facilitate collaboration between stakeholders who have diverse objectives.
Ability to exercise initiative.
Ability to provide mentorship to colleagues.

Initial Effective Date: November 28, 2017
Latest Revision Date: