POSITION SUMMARY

The Manager, Business Solutions is responsible for the day-to-day operational management of business process and technology solutions to ensure the on-going provision of technical support for Facilities Services. The Manager works closely with the Strategic Initiatives Team on promoting project management methodologies, and ensuring standards and procedures are in place to successfully support and maintain newly implemented solutions. The Manager leads a team that support desktop, application, reporting and system support requests and oversees minor projects.

DUTIES AND RESPONSIBILITIES

1. Provides the day-to-day operational management and leadership for technical support services by:
   - Establishing service standards, procedures and processes to ensure effective service to end users.
   - Overseeing the workflow of the team and coordinating daily work priorities.
   - Monitoring staff workloads, outstanding issues, and dispatch assignments according to technical expertise/workload in order to meet client service level agreements (SLAs); and monitoring technical calls and support to maintain a high quality of customer service.
   - Liaising with IT Services to ensure incidents are escalated and resolved appropriately.
   - Ensuring staff have the tools to meet performance and service metrics.
   - Identifying effective service management tools to improve response and resolution time; and providing recommendations to improve overall service delivery and quality of service.
   - Reviewing and analyzing incidents and requests; investigating escalated incidents; and seeking resolution through appropriate action.
   - Ensuring that incidents and requests are handled according to established procedures, including the logging, classification and assessment of incidents.
   - Overseeing the planning and budget for workstations, networks, servers, hardware and software, including replacing, upgrading, recycling, security, and disaster recovery to maintain “lights on operations”.
   - Providing consultation, site administration, instruction and/or training information on technology based systems.
   - Reviewing and analyzing business processes.

2. Providing leadership in developing and implementing projects involving new systems and technology by:
   - Managing minor projects (e.g. project duration less than 35 hours) and determining milestones, timelines, stakeholder analysis, communication strategies, risk mitigation planning, and change control plans.
   - Promoting project management methodologies to various Facilities Services (FS) units.
   - Developing tools to track budget and critical path of projects (e.g. TMA, MS Project, SP Project Sites).
   - Ensuring project handover processes and procedures are maintained.
   - Developing an effective train-the-trainer program and ensuring training materials and schedules are implemented to allow for the successful adoption of business solutions.
   - Collaborating with the Strategic Initiatives Team to ensure that standards and procedures are in place, and all supporting documentation and technical training are complete.

3. Provides leadership to staff by:
   - Establishing roles and responsibilities, providing consistent and regular coaching, developing and implementing training plans, promoting professional development, evaluating performance, preparing and maintaining job descriptions and making hiring decisions.
   - Coordinating, negotiating service agreements and overseeing the work of external contractors.
   - Orienting new staff; identifying training and development needs and setting expectations and goals.
   - Ensuring that succession planning and cross-training is in place to maintain a continuity of service.

IMPACT OF DECISION MAKING
The Manager, Business Solutions is responsible for:

- establishing project performance metrics, including budget, timeline, and customer satisfaction surveys of key stakeholders involved.
- establishing standards, methodologies, and tools for business analysis and project management, including Project Plan Templates, Stakeholder Analysis templates, Templates for Business Requirements, Templates for Stakeholder engagement and communication planning.
- establishing standards and procedures for requesting and allocating project resources and determining what work will be managed between the Business Solutions and Strategic Initiatives teams.
- establishing IT-related standards and processes that enhance service, productivity and employee engagement including new hire on-boarding, updating systems access and contact lists due to staffing changes, service level agreements (SLAs) for Service Support, promoting support services and metrics for Kaizen initiatives and engaging the business on decisions that have long term support requirements.

RELATIONSHIPS

Establishes and maintains relationships and alliances. Maintains effective communication. Shares information and readily determines to whom to go for relevant information. Seeks assistance and feedback in the problem solving process. Partners with others to achieve expectations.

Supervisory

Supervises staff by providing guidance 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, evaluating performance, approving leaves and training and development, responding to grievances and approving leaves of absence.

QUALIFICATIONS

Bachelor’s degree in Computer Science or Information Technology and four years of related experience managing a technical support or service desk environment, or an equivalent combination of education, training and experience.
Excellent knowledge in developing and implementing business applications.
Excellent knowledge of the principles, methodologies, tools and techniques utilized in providing IT client support services.
Excellent knowledge of Active Directory and Group Policy management
Good knowledge of service desk tools and processes (i.e., service desk operating procedures, call centre management, remote diagnostic and monitoring).
Excellent interpersonal, coaching, and leadership skills.
Excellent financial and human resource management skills.
Excellent facilitation, negotiation and conflict resolution skills.
Excellent business analysis and project management skills and the ability to lead projects/teams to roll-out new systems or achieve operational objectives.
Excellent oral, written and presentation skills to effectively communicate across all levels of an organization.
Excellent documentation skills, including workflow documentation.
Ability to fully diagnose and resolve problems associated with end user hardware, network connectivity, operating systems and software installation.
Ability to support a diverse list of software, including AutoCAD, Adobe Creative Cloud, ArcGIS, and Qlikview.
Ability to take initiative, manage multiple projects and priorities, and respond to requests in a timely manner.
Ability to establish and maintain effective working relationships with various stakeholders.
Ability to analyze business requirements, build business cases, manage changes, and apply technology.
Ability to exercise mature judgment, initiative, diplomacy, and tact.
Proficient in all aspects of the end user environment (Windows and/or MAC, and/or Linux, and/or iOS) from a technical perspective.