Invites applications for the following position(s):

**COMPETITION NUMBER:** 269  
**Administrative and Professional Staff (APSA)**  
**Continuing Position**  
**MANAGER, BUSINESS SOLUTIONS, GRADE 11**  
**FACILITIES SERVICES – STRATEGIC SUPPORT**  
**POSITION NUMBER:** 123213

**POSITION OUTLINE:**  
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.

**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.

**SALARY RANGE:**  
$73,757 to $88,079 per annum

**START DATE:**  
ASAP

A detailed resume and cover letter quoting Competition #269 must be received in our office by **4:30 pm on May 28, 2018**, addressed to the attention of Bela Barros, Human Resources Advisor. Please follow the application instructions at: [http://www.sfu.ca/hr/prospective_employees/HowToApply.html](http://www.sfu.ca/hr/prospective_employees/HowToApply.html).

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

*The University is committed to the principle of equity in employment*  
A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings)