DIRECTOR OF INFORMATION TECHNOLOGY

For nearly a century, Providence has been a Christian academic community in the evangelical tradition, dedicated to teaching individuals to grow in knowledge and character for leadership and service. Our vision is to become a leading Canadian Christ-centered university, transforming students into leaders of Knowledge, character, and faith to serve Christ in a changing world.

POSITION OVERVIEW

The Director of Information Technology reports to the VP Operations and is responsible for overseeing all IT operations and strategy across both the Otterburne campus and the Winnipeg location. This position involves high-level strategic planning and management of the internal IT team, as well as hands-on management of IT infrastructure and operations at both locations. The Director will collaborate closely with an external IT Managed Service Partner to ensure that the institution's IT needs are met efficiently and effectively. The goal is to provide seamless, high-quality IT services that enhance the digital experience for students, faculty, and staff, while also maintaining alignment with the institution's Christian values.

Key Responsibilities:

IT & AV Infrastructure Oversight (Otterburne & Winnipeg Locations):

- Oversee IT operations and support from the Otterburne campus, ensuring that both locations' IT systems are robust, secure, and functioning optimally.
- Travel to the Winnipeg location as needed to provide on-site support, address any location-specific IT challenges, and collaborate with local teams to ensure consistent IT service across both locations.
- Coordinate IT initiatives and resources effectively across both sites to ensure uniformity and alignment with institutional goals.

Collaboration with External IT Managed Service Partner:

- Work closely with the external IT Managed Service Partner to ensure timely and effective support for infrastructure, security, system updates, and troubleshooting across both locations.
- Ensure that service level agreements (SLAs) with the Managed Service Provider are met and that services are delivered to the highest standard.
- Act as the primary liaison between the institution and the IT Managed Service Partner, fostering a collaborative relationship that benefits both sides.

Leadership and Team Management:

- Lead, mentor, and manage the internal IT team, supporting their professional growth while ensuring alignment with institutional priorities.
- Provide strategic direction to the team, while also being involved in hands-on tasks to ensure that IT needs at both locations are addressed in a timely and efficient manner.

- Foster a team culture that prioritizes excellent customer service, collaboration, and continuous improvement.

Strategic Planning and Technology Innovation:
- Lead the planning and implementation of technology strategies that support the institution's mission, including the ongoing assessment of IT needs across both locations.
- Collaborate with academic and administrative departments to understand their technology needs and prioritize projects that enhance the institution's digital infrastructure and services.
- Explore and implement innovative technologies to support the institution's educational goals and improve user experiences.

IT Systems Maintenance & Data Management:
- Oversee the maintenance, upgrades, and troubleshooting of IT systems at both locations, ensuring systems are up-to-date, secure, and fully functional.
- Provide ongoing support for institutional databases, including data cleanup, report generation, and ensuring the integrity of data used for both internal and external requirements.

Vendor and Budget Management:
- Manage vendor relationships, including negotiating contracts, overseeing purchases, and ensuring cost-effectiveness.
- Prepare and manage the IT department's budget, ensuring alignment with the institution's financial priorities and ensuring funds are spent wisely to maximize value.

Representation and Networking:
- Represent the institution at IT-related meetings with external stakeholders such as other institutions, government agencies, and professional IT organizations.
- Stay informed on trends in higher education technology and ensure the institution remains competitive and current in its IT strategies and implementations.
- Partner with academic, administrative, and student services departments to assess and prioritize IT needs and ensure that technology solutions support the institution's broader goals.

COMPETENCIES
- **Leadership and Management:** Ability to lead and mentor IT staff, ensuring effective team collaboration across multiple campuses.
- **Technical Expertise:** A deep understanding of IT infrastructure, systems, and developments, particularly within the higher education sector.
- **Strong Communication Skills:** Excellent written and verbal communication skills, with the ability to interact with both technical and non-technical stakeholders.
- **Customer-Focused:** Demonstrates a commitment to excellent service delivery for students, faculty, and staff.

- **Analytical & Problem-Solving:** Strong problem-solving skills with the ability to assess complex IT challenges and develop effective solutions.
- **Vendor & Budget Management:** Proven ability to manage IT vendor relationships and handle budgeting and financial planning for IT resources.
- **Project Management Skills:** Skilled in leading multiple projects concurrently, ensuring timely delivery and alignment with strategic objectives.
- **Multitasking:** Capable of handling multiple tasks simultaneously.
- **Negotiation & Analytical Skills:** Strong decision-making and analytical thinking, with the ability to prioritize tasks effectively.
- **Creative & Critical Thinking:** Ability to approach problems with innovative solutions and logical reasoning.
- **Technical Aptitude:** A strong grasp of IT systems and emerging technologies.

EDUCATION & QUALIFICATIONS
- Bachelor's degree in Computer Science or a related field (Master's degree preferred).
- 5-10 years of prior IT experience, with at least 5 years in a leadership role.
- Experience in higher education IT and managing IT services in a multi-location environment.
- Familiarity with external IT Managed Service Providers (MSPs) and experience working with them to support IT infrastructure.
- Certifications in relevant IT areas are desirable, indicating ongoing professional development.
- Strong budgeting and financial management skills.
- Experience with Microsoft 365 including Teams, Sharepoint & OneDrive implementation & Administration
- Unified Communications (UC) and Collaboration Tools Knowledge (Teams, Zoom)
- Experience with AV Infrastructure and Hardware
- Experience in AV infrastructure design and maintenance, such as video walls, projection systems, audio systems, microphones, digital signage, and interactive displays.

PERSONAL COMMITMENT
- An active personal Christian faith commitment.
- A commitment to Christian higher education.
- Support the Providence mission, vision, and values.
- Affirm the Providence Statement of Faith
- Agree to abide by the Providence Covenant of Community Life

WORK ARRANGEMENT
- Ability to lift and carry computer equipment (up to 50 lbs) and navigate stairs/stepladders.
- Willingness to work outside of regular hours for special events or emergencies.
- A cell phone is required for communication (stipend provided).

PROVIDENCE

- This position will primarily be based at the Otterburne campus, but occasional travel to the Winnipeg location will be required to manage IT needs and provide on-site support, as necessary.
- The ability to work flexibly and effectively across multiple locations is key to the role's success.

APPLY

Submit a cover letter and resume by email to:
Scott Masterson, VP Operations
c/o Marlin Reimer, Director of Human Resources
Email: hr@prov.ca

Start Date: As soon as possible.

Consideration of applications will continue until the position is filled. All qualified candidates are encouraged to apply; however, Canadian citizens and Permanent Residents will be given priority. Applications from members of underrepresented groups are especially welcome. We thank all applicants for their interest. However, only those selected to proceed in the application process will be contacted.

Further information about Providence University College and Theological Seminary may be found at prov.ca.