



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

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# Job Board Posting



Careers.Indigenous.Link

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## Manager IT Client Services // Gestionnaire, Bureau De Soutien Informatique

<b>Job ID</b>	<b>78-4F-6B-5F-C5-FA</b>		
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=78-4F-6B-5F-C5-FA">https://careers.indigenous.link/viewjob?jobname=78-4F-6B-5F-C5-FA</a>		
<b>Company</b>	Bishop's University // Universite Bishops		
<b>Location</b>	Sherbrooke, Quebec		
<b>Date Posted</b>	From: 2022-03-08	To: 2022-09-04	
<b>Job</b>	Type: Full-time		Category: Information Technology
<b>Job Start Date</b>	ASAP // des que possible		
<b>Job Salary</b>	From /de: 71,453.20\$ To / A \$93,256.80\$		
<b>Languages</b>	- Strong Knowledge Of English And Working Knowledge Of French//Maitrise De L'anglais Et Connaissance Pratique Du Franc		

### Description

The following statements are intended to describe the general nature and level of work performed. They are not representing an exhaustive list of all responsibilities, duties and skills required.

Bishop's University is seeking a Manager of IT Client Services for a regular full-time position. The manager will be responsible for leading a team of specialists and student employees in the delivery of IT services to the Bishop's University community, with the objective of meeting or exceeding negotiated service levels. The scope of services includes solutions that are deployed to connect the BU community to the University network and application services: desktops, laptops, mobile devices, including personally owned devices from the academic and student communities (BYOD), POS, printers, digital signage, smart classroom and videoconference integrations. IT Client Services encompasses requests, events, incidents and problem management, through a variety of channels, including a telephone help line, help desk, web notification and on-site consulting in computer labs. It also extends to the provision of certain core application domains such as document management, office automation, learning management, and collaboration environment services. This position has a work week of 35 hours from Monday to Friday with occasional evenings and weekends required.

Nature of duties and responsibilities

Information and Cyber Security:

- Contribute to the development of IT asset and security management policies, report on security incidents, participate in activities targeting the improvement of awareness regarding security, confidentiality and appropriate usage of the IT resources within the BU community;
- Work with specialists and external strategists to contribute to the design of cybersecurity strategy and delivery of endpoint protection;

Client Services Operations:

- Interact with IT clients to determine the requirements for IT support and end user device services and determine appropriate service levels;
- Measure actual service levels, evaluate future demand and recommend improvements where service levels are not being met (incident/problem resolution time, request fulfillment time, etc.);
- Track and manage to resolution all requests, incidents, events, and problems affecting end users, organize level 2 support involving IT specialists and external suppliers as per the terms of negotiated service agreements;
- Develop and implement Information Technology Infrastructure Library (ITIL) support processes including incident management, event management, problem management and request fulfillment;
- Develop the plan for the replacement of BU-owned end user equipment considering its life cycle and the evolution of the technology;
- Plan the preventive maintenance for shared, BU-owned, end user equipment;
- Lead and coach a team of specialists identifying needs for skill and competency development and evaluating performance regularly, contribute to the hiring of new resources (permanent and contractual);

- Manage the assignment of student staff within the department;
- Orchestrate projects realize new end user device, video, IT support, multimedia, and other Client Services projects;
- Envision and work with stakeholders to design and implement the next generation of learning spaces;
- Work to implement enhanced digital literacy offerings through education campaigns, officially-developed programs, and new initiatives such as "maker spaces" and other technologies;
- Evaluate and integrate new educational technologies such as augmented and virtual reality into teaching spaces;
- Implement management of mobile devices as "1st class devices" using MDM technologies to secure and integrate these devices with enterprise resources.

#### **ITS Operations:**

- Contribute to the elaboration of the IT service strategy;
  - Identify risks and threats to IT service continuity and recommend mitigation measures;
  - Contribute to the financial operations of ITS including budget preparation, tracking and reporting, procurement activities, account payable/receivable processing;
  - Develop and implement document management, collaboration and knowledge sharing solutions and processes;
  - Contribute to the design of new (IT-involved) University services and lead the transition from project to operations from the standpoint of Client Services (documentation, training, software roll-out, hardware upgrades, etc);
  - Represent ITS on University and external committees;
  - Deliver high quality training to audiences of all sizes, experience levels, and organizational positions on digital literacy, cybersecurity and other technological subjects;
  - Other similar and related task as required.
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#### **(Poste de Gestion)**

Les enonces suivants sont destines a decrir la nature et le niveau de travail general. Ils ne representent pas une liste exhaustive de toutes les responsabilites, taches et aptitudes requises.

L'Universite Bishop's recherche un Gestionnaire, Bureau de Soutien Informatique pour un poste regulier a temps plein. Le titulaire du poste sera charge de diriger une equipe de specialistes et d'employes etudiants dans la prestation des services de TI a la communaute de l'Universite Bishop dans l'objectif d'atteindre ou de depasser les niveaux de service negocies. La portee des services comprend des solutions qui sont deployees afin de connecter la communaute BU au reseau et aux services d'application de l'Universite : les ordinateurs de bureau, ordinateurs portables, les appareils mobiles, y compris les appareils personnels des membres des communautes universitaires et etudiantes (BYOD), TPV, imprimantes, l'affichage numerique, l'integration des classes intelligentes et de videoconferences. Les services offerts par les TI englobent les diverses requetes, les demandes d'evenements ainsi que la gestion d'incidents et de problemes et offrent a la collectivite divers moyens d'accès, notamment une ligne d'assistance telephonique, un service d'assistance, des avis Web et des services de consultation sur place dans les laboratoires informatiques. Elle s'étend également a la prestation de certains domaines d'application de base comme la gestion des documents, la bureautique, la gestion de l'apprentissage et les services d'environnement de collaboration. La semaine de travail est de 35 heures, du lundi au vendredi avec des soirees et fins de semaine occasionnelles.

#### **Nature des taches**

##### **Information et Cybersecurite :**

- Contribuer a l'elaboration des politiques de gestion des biens et de la securite, rapporter les incidents de securite, et participer a des activites visant a accroitre le niveau de sensibilisation en matiere de securite, de confidentialite et d'utilisation appropriee des ressources informatiques au sein de la communaute BU;
- Travailler avec des specialistes et des strategies externes pour contribuer a la conception de la strategie de cybersecurite et a la prestation de services de protection des terminaux.

##### **Service a la clientele :**

- Interagir avec les clients afin de determiner les besoins en matiere de soutien et services aux utilisateurs, et determiner les niveaux de services appropries;
- Mesurer les niveaux de service actuels, evaluer la demande future et recommander les ameliorations lorsque les niveaux de service ne sont pas atteints (delai de resolution des incidents / problemes, delai de traitement des demandes, etc.);
- Suivre et gerer la resolution de toutes les demandes, incidents, evenements et problemes affectant les utilisateurs, organiser le support de niveau 2 impliquant les specialistes et fournisseurs externes selon les termes des accords de service negocies;

- Developper et mettre en oeuvre des processus de support de la bibliotheque ITS (infrastructure des technologies de l'information, ITIL), notamment la gestion des incidents, la gestion des evenements, la gestion des problemes et le traitement des demandes;
- Elaborer le plan de remplacement de l'equipement appartenant a l'Universite Bishops, en tenant compte de son cycle de vie et de l'evolution de la technologie;
- Maintenir l'ensemble des equipements dans des conditions d'exploitation appropriees et effectuer des controles de maintenance preventive reguliere;
- Diriger et encadrer une equipe de specialistes en identifiant les besoins en competences et developpement des competences et en evaluant regulierement les performances, et contribuer a l'embauche de nouvelles ressources (permanentes ou contractuelles);
- Gerer l'affectation du personnel etudiant au sein du departement;
- Orchestrer des projets pour mener a bien de nouveaux projets relatifs aux dispositifs utilisateur, video, support informatique, multimedia et autres services clients;
- Envisager et travailler avec les parties prenantes pour concevoir et mettre en oeuvre la prochaine generation d'espaces d'apprentissage;
- Travailleur a la mise en oeuvre d'offres de litterature numerique ameliorees au moyen de campagne d'education, de programmes de developpement officiels et de nouvelles initiatives telles que « les espaces de creation » et d'autres technologies;
- Evaluer et integrer les nouvelles technologies educatives comme la realite augmentee et virtuelle dans les espaces d'enseignement;
- Implementer la gestion des peripheriques mobiles en tant que « peripheriques de premiere classe » utilisant les technologies MDM pour securiser et integrer ces peripheriques aux ressources de l'entreprise.

#### **Operations TI :**

- Contribuer a l'elaboration de la strategie de services informatiques;
- Identifier les risques et menaces a la continuete des services et recommander des mesures d'attenuation;
- Contribuer aux operations financieres du departement, y compris la preparation du budget, les suivis et rapports, les activites d'approvisionnement, et le traitement des comptes a payer / recevoir;
- Elaborer et mettre en oeuvre des solutions et des processus de gestion des documents, de collaboration et de partage des connaissances;
- Contribuer a la conception de nouveaux services universitaires informatiques et diriger la transition des projets aux operations du point de vue des services clients (documentation, formation, deploiement de logiciels, mises a niveau de materiel, etc.);
- Representer les TI sur les comites internes & externes.
- Offrir une formation de grande qualite a des publics de toutes tailles, de tous niveaux d'experience et positions organisationnelles sur la litteratie numerique, la cybersecurite et d'autres sujets technologiques;
- Effectuer toutes autres taches connexes.

#### **Experience**

- Minimum of 5 years of similar/related experience;
- Experience in IT support management (help desk, ITSM software);

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- Minimum de 5 années d'experience similaire / connexe;
- Experience en gestion de soutien informatique (assistance informatique, logiciel de gestion des services informatiques (ITSM));

#### **Education Requirements**

- Bachelors' Degree in an appropriate field or equivalent experience // Baccalaureat dans un domaine approprie ou experience equivalente;

#### **Essential Skills**

- Understanding of cybersecurity awareness training needs;
- MDM and other endpoint management technologies;
- Excellent communication & interpersonal skills;
- Excellent management skills and ability to lead and motivate a very technical team;
- Eager to learn and implement new tools and methodologies;

- Ability to work under stress, proactive with good level of autonomy and self-motivation;

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- Connaissance des besoins en formation en cybersécurité;

- Connaissance MDM et autres technologies de gestion des terminaux ;

- Excellentes aptitudes en communication et en relations interpersonnelles;

- Excellentes aptitudes de gestion; capable de diriger et motiver une équipe très technique;

- Soucieux d'apprendre et de mettre en œuvre de nouveaux outils et nouvelles méthodologies;

- Bonne gestion du stress, proactif avec un haut niveau d'autonomie et de motivation personnelle;

### **Additional Skills**

- Project management experience, PMP licence/certification considered an asset;

- Microsoft server technologies including Windows Server, Active Directory, Sharepoint, Exchange;

- Linux and Open Source software experience considered an asset;

- Knowledge of Information Security Management Standards (ex. IEC/ISO 27001, CISSP) and technologies considered an asset

- ITIL V4 Foundation considered an asset

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- Expérience en gestion de projet; détenir une certification PMP (un atout);

- Technologies Microsoft, dont Windows Server, Active Directory, Sharepoint, Exchange (un atout);

- Connaissance des logiciels Linux et Open Source (un atout);

- Connaissance des normes de sécurité en matière de gestion de l'information (ISO / IEC 27001 / Professionnel certifié en sécurité des systèmes d'information (CISSP) et technologies (un atout);

- ITIL V4 Foundation (un atout);

### **Other**

Bishop's University implements an equal access employment / program under the Act respecting equal access to employment in public bodies. The University welcomes applicants who are committed to upholding the values of equity, diversity and inclusion and who will assist us expand our capacity for diversity and inclusion. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including Indigenous peoples, visible and ethnic minorities, persons living with disabilities, women and LGBTQ2S+ persons.

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L'Université Bishop's applique un programme d'accès à l'égalité en emploi issu de la Loi sur l'accès à l'égalité en emplois des organismes publics. L'université accueille les candidat.e.s qui s'engagent à respecter les valeurs d'équité, de diversité et d'inclusion et qui nous aideront à accroître notre capacité en matière de diversité et d'inclusion. Nous encourageons les candidatures de membres de groupes historiquement défavorisés et marginalisés, notamment les peuples autochtones, les membres des minorités visibles et ethniques, les personnes handicapées, les femmes et les personnes LGBTQ2S+.

### **How to Apply**

Click "Apply Now"

If interested, please submit your curriculum vitae and cover letter, including what position you are applying to [careers@ubishops.ca](mailto:careers@ubishops.ca). This position will remain open until filled.

Please note that only candidates selected for an interview will be contacted and testing may be required; thank you for your interest. We provide support in the recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. If you require accommodation in order to participate as a candidate in the recruitment process, please contact [careers@ubishops.ca](mailto:careers@ubishops.ca)

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S.V.P. faire parvenir votre curriculum vitae ainsi qu'une lettre de présentation, en indiquant pour quel poste vous appliquez à [careers@ubishops.ca](mailto:careers@ubishops.ca) Ce poste restera ouvert jusqu'à ce qu'il soit pourvu.

Veuillez noter que seules les personnes retenues pour une entrevue seront contactées, et que des tests de sélection peuvent être administrés ; merci pour l'intérêt manifeste. Dans le processus de recrutement, nous fournissons un soutien aux personnes handicapées afin de répondre aux besoins en prévenant et en éliminant les obstacles à l'accessibilité. Si vous nécessitez de mesures d'adaptation pour participer en tant que candidat.e dans le processus de recrutement, veuillez contacter [careers@ubishops.ca](mailto:careers@ubishops.ca)

