

JOB DESCRIPTION TEMPLATE

Career Ladder:	Client Services
Business Title:	Client Services Manager
Department:	
Department Code:	
Level:	

Job Summary:

The Client Services Manager I leads the delivery, implementation and operation of a campus-wide technology service or provides management of information technology services within a defined client portfolio.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Leads the analysis of a campus-wide technology service or information technology services within a defined portfolio, translates client organizational needs and UBC's information technology strategy into service requirements and portfolio directions, and makes recommendations for optimizing resources and delivery of services.
- Leads the development of business and implementation plans, policies, standards, and budgets for projects and information technology solutions.
- Identifies implementation options, evaluates risks, benefits, complexity and flexibility of the various options, and discusses approach and recommendations with staff and stakeholders.
- Assembles project teams and other resources.
- Works collaboratively with vendors, key customers, and internal stakeholders to plan and deliver IT's portfolio of services to the UBC community.
- Monitors and evaluates the quality of services delivered by reviewing and analyzing performance information, metrics, and reports and ensures that contractual obligations and related goals are met.
- Develops working relationships across the organization.
- Advises other information technology professionals and senior leaders on the effective use of specific information technology services.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<u>Collaboration (Advanced - A):</u> Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the “right people,” within and beyond organizational boundaries, by matching individual capabilities and skills to the team’s goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.
<u>Communicating for Results (Intermediate - I):</u> Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving (Intermediate - I):

Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Role Based Competencies:

Building Relationships (Intermediate - I):

Establishes and maintains relationships and alliances. 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.

Business Enterprise Knowledge (Intermediate - I):

Develops and implements technical solutions that meet operational improvement needs. Ensures that decisions are supported by relevant stakeholders, as well as sound performance data. Effectively communicates technology changes to clients and how the changes affect their business drivers.

Change Advocate (Intermediate - I):

Participates in change programs by planning implementation activities with other change champions. Interprets the meaning of new strategic directions for the work group and sets objectives and standards. Implements monitoring and feedback systems. Evaluates progress and finds ways of making continuous improvements. Solicits and offers ideas for improving primary business processes. Improves effectiveness and efficiency through the involvement of peers and business partners by initiating new approaches.