

JOB DESCRIPTION TEMPLATE

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

Job Summary:

The Client Services Manager II provides overall management of information technology services within a broad client portfolio, ensures that enterprise services consider business requirements, and leads integration projects.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Provides overall management of information technology services within a broad client portfolio, translates client organizational needs and UBC's information technology strategy into service requirements and portfolio directions, and makes recommendations for optimizing resources.
- Ensures that business requirements for enterprise services are identified, developed, delivered and communicated to clients.
- Leads integration projects and manages the transition of information technology services.
- Identifies implementation options, writes design and discussion documents, and makes appropriate technology decisions for new and changing technology needs.
- Works collaboratively with key customers, internal stakeholders, and other higher educational institutions to plan and deliver IT's portfolio of services to the broader UBC community.
- Develops working relationships across the organization.
- Advises other information technology professionals and senior leaders on the effective use of information technology products and services, including the selection of specific technologies.
- Negotiates, sources and obtains financial, physical, or human resources to support long-term projects and programs.
- Leads the development of business and implementation plans, policies, standards, and budgets for projects and information technology solutions.
- 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:
<p><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.</p>

Communicating for Results (Advanced - A):

Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.

Problem Solving (Advanced - A):

Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.

Role Based Competencies:

Building Relationships (Advanced - A):

Sets objectives necessary for obtaining feedback and assistance. Maintains effective communication. Shares ideas, issues, and opportunities with members of personal network. Seeks referrals from others with relevant expertise and influence. Attends and maintains relationships with relevant formal and informal professional groups and organizations.

Business Enterprise Knowledge (Advanced - A):

Directs and coordinates the development and implementation of process-based solutions that cross organizational lines. Creates business case for investment in process and technological enhancements. Sets clear explanations for the integration and alignment of technology and business functions, focusing on the strategic value provided.

Change Advocate (Advanced - A):

Leads the planning and implementation of change programs that impact critical functions/processes. Partners with other resource managers/change agents to identify opportunities for significant process enhancements. Recommends changes that impact strategic business direction. Sets expectations for monitoring and feedback systems and reviews performance trends. Evaluates progress and involves peers and team members in analyzing strengths and weaknesses in performance. Improves efficiency by spearheading pilots and planned functional change initiatives.