



POSTING

POSITION

Champlain College Saint-Lambert, a constituent college of Champlain Regional College, is seeking the services of a permanent full time **COORDINATOR OF COLLEGE IT SERVICES**.

FUNCTIONS

Reporting to the Director of the Constituent College of St-Lambert, the *Coordinator of College IT Services* will manage the IT technical support department. They will ensure the proper management of the computer resources and equipment for the constituent college in collaboration with the IT groups of the other constituent colleges as well as the regional college IT Coordinator of the regional college, in addition to providing an unparalleled user experience for our students and staff.

JOB RESPONSIBILITIES:

As a member of the constituent college's management team, the incumbent participates in the development and implementation of the constituent college's Student Success and annual operating plan and is responsible for administering systems and coordinating the operations inherent in the information technology of the constituent college in compliance with institutional or departmental policies and bylaws. The incumbent will work collaboratively with the members of the college and the IT Coordinator of Administrative Services of the regional college.

MAIN TASKS AND RESPONSIBILITIES:

- Collaborate with College services, and academic departments in the use of information technology for teaching and / or learning purposes.
- In accordance with the applicable college policies, procedures and collective agreements, manage the college's IT staff, in particular with regard to selection and orientation, assignment of tasks and responsibilities and performance evaluation.
- Monitor developments and trends in applicable technology and propose innovative solutions that will bring benefits to the institution.
- Make recommendations regarding the acquisitions of equipment and services and participate in the negotiation of service agreements.
- In collaboration with the Regional IT Coordinator, participate in the development and revision of regional college-wide policies, directives and ensures their application and compliance.
- Collaborate in the development of local policies, processes and procedures affecting IT.
- Develop the annual department work plan and budget and manage their implementation.

- In partnership with the various departments and the college's regional administrative services. collaborate in the design, planning and implementation of information technology at the constituent college, including the Ministry of Education and Higher Education's digital action plan and the updating of the recovery plan.
- Assume the role of Sectorial Security Incident Management Coordinator (CSGI – *Coordonnateur Sectoriel de la Gestion des Incidents de sécurité*) for the constituent college under the supervision of the Regional College Information Security Officer (RSI).
- Supervise the operation and maintenance of systems, servers and various networks, including more than 1,000 workstations, 50 servers and 100 pieces of network communication equipment.
- Supports Material Resource Management (B&E) services in its projects when an IT aspect is involved.
- Collaborate with the Regional IT Coordinator in the application of and compliance with the Act respecting the Governance and Management of Information Resources of Public Bodies and Government Enterprises (LGGRI) and any other legislation, policies or regulations affecting the field of information technology, and coordinate accountability work locally.
- Ensure timely completion of assigned projects and regular communication of progress to users and stakeholders.
- Manage the service desk's incident and service request management processes according to I.T. service management best practices such as ITIL and ensure that quality technical support is provided to students and staff of the College.
- Plan, organize and supervise activities related to IT operations and the management of hardware and software in classrooms, computer labs and administrative offices.
- Maintain strong links with IT representatives in the other constituents of the regional college including the regional IT coordination and within the college network.
- Participate in internal and external committees as required.
- Other duties and responsibilities assigned by the Director of the constituent college.

DESIRED PROFILE:

The successful candidate will demonstrate the College values, in particular, caring, collaboration and lifelong learning.

They have good knowledge of the activities and tasks that they will be called upon to manage, among others, in the areas of network management, cybersecurity and cloud computing technologies.

They demonstrate a strong capacity for teamwork and has the ability to analyze and synthesize, thus managing several dossiers simultaneously. Able to work under pressure, they demonstrate a decision-making spirit that is illustrated by concrete achievements.

REQUIREMENTS:

Education Bachelor's degree in computer science, MIS or similar disciplines.

Experience 5 years of relevant experience at least 2 of which are in management.
Proven experience in the effective management of information technology.

Other Strong computer skills (hardware, software and networks).
Very good knowledge of best practices in service management, IT governance and information security.
Accountable and results oriented
Proactive - able to anticipate problems before they occur and act accordingly to resolve them.
Ability to lead and motivate teams.
Strong communication skills.
Fluency in both spoken and written English and French.

The following will be considered valuable assets:

- Knowledge of information technology in-service management standards (ITIL, ISO 27001).
- Knowledge of the framework for enterprise IT governance (COBIT).
- Experience in the education sector.

Testing will be required both in languages and IT knowledge and skills.

ANTICIPATED START DATE	As soon as possible
DATE OF POSTING	Friday, May 28, 2021
CLOSING DATE FOR POSTING	Sunday, June 20, 2021 at 11:59 p.m.
SALARY RANGE	From 73,515\$ to 98,017\$

**IN ACCORDANCE WITH COLLEGE POLICY, NOTICE IS HEREBY GIVEN THAT THE ABOVE MENTIONED
POSITION IS NOW OPEN**

Please submit your curriculum vitae to:
selectioncommittee@crcmail.net

*N.B. Candidates may be required to submit to selection tests.
Only candidates selected for an interview will be contacted.*

Champlain College Saint-Lambert, a constituent college of Champlain Regional College, hires on the basis of merit and is strongly committed to equity, diversity and inclusiveness within its community. We welcome applications from racialized persons/visible minorities, women, Indigenous persons, persons with disabilities, ethnic minorities, and persons of minority sexual orientations and gender identities, as well as from all qualified candidates with the skills and knowledge to productively engage with diverse communities.