

## Director, Enterprise Applications and Data Systems

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### **About McMaster**

At McMaster University, our people are our most valuable asset. We strive to attract, develop, and retain talented faculty and staff, and to foster inclusive excellence which values the strengths, perspectives, and contributions of each individual. McMaster's profile and stature has evolved to one of the Top 70 Universities in the World and we are recognized as Canada's Most Research Intensive University. McMaster is also recognized as one of the top employers in the Hamilton/Niagara region and has been recognized as one of Canada's Top Diversity employers in each of 2019, 2020 and 2021.

**The Assistant Vice President and Chief Technology Officer (AVP and CTO)** is responsible for developing and stewarding both IT Strategy and IT Governance across McMaster's campus(es) while simultaneously executing an IT service delivery model to meet the unique technological and digital needs of the Faculties, departments, instructors, researchers, staff, and students. The AVP and CTO recognizes that McMaster employees are our most valuable assets and we are strongly committed to promoting an engaged, healthy and versatile workforce.

### **About the Position**

Reporting to and working closely with the AVP and Chief Technology Officer, the **Director of Enterprise Applications & Data Systems** is part of the senior leadership team in University Technology Services (UTS), the central IT department on campus. The Director collaborates and partners with the academic and administrative leaders and units at McMaster to investigate and deliver secure, enhanced, shared and coordinated information technology systems and services across the institution in fulfillment of the President's Operational Excellence strategic pillar and the McMaster IT Strategic Plan.

The Director plays a critical role in the following areas:

- Supporting the AVP and CTO as part of the CTO executive leadership team in the advancement of the positive and cohesive McMaster campus IT culture, as well as the culture within UTS.
- Providing leadership to the administration and operational direction of UTS in close partnership with the other UTS Directors (3), including leadership, mentorship, coaching and guidance to the UTS Management Team and staff across the department.
- Identifying, planning, and implementing improvements to all UTS service areas, including within specific areas of accountability
- Collaborating with University project sponsors to define objectives and goals for high priority projects, including those within which UTS personnel are engaged.
- Leading development of Service Level Agreements (SLAs) for UTS Services, including establishing appropriate metrics and reporting processes to ensure SLAs are achieved.
- Providing consultative leadership across campus for procurement, implementation and integration of new or enhanced systems into the McMaster IT environment, with a specific focus on the enterprise systems as the authoritative sources of record.
- Providing planning, resourcing, oversight and responsibility for specific areas of the IT portfolio related to enterprise applications, data systems and services.

### **Additional Core Accountabilities**

The Director serves as an organizational leader in a highly collaborative team environment, embracing UTS' values of teamwork, humour, creativity, critical thinking, kindness and perspective and in their capacity is expected to:

- Provide senior level strategic input into CTO Executive activities including human resources, strategic planning, technical development, and operation of all aspects of IT services and systems delivery, at all levels of the organization, including the adherence to best practices, IT Security, procurement, policies and management aspects, that deliver on the critical administrative, academic and research areas of the campus.
- Undertake responsibility for the development, administration and awarding of Request for Proposals (RFP) and Request for Tenders (RFT), as well as the contracts negotiations and service level agreements with external vendors, contractors, and consultants, relating to the procurement and implementation of technology and services delivered to the campus by UTS.
- Oversee and drive the successful delivery, sustainability, and security of the mission critical Enterprise Resource Planning (ERP) systems delivered in Oracle PeopleSoft (Finance, Human Resources, Campus Solutions).
- Deliver on the successful assessment, sourcing, implementation, and integration of the core ERP with the other campus mission critical enterprise applications systems including student applications Systems, Client Relationship Management systems, the Learning Management System, all adjunct financial and budget systems such as MacBuy and MacBill, Human Resource digitization platforms including pension and recruitment systems, Business Intelligence, Data Analytics and Data Governance systems and processes.
- Contribute to strategic planning activities leading to the development of initiatives and roadmaps outlined in the McMaster IT Strategic Plan.
- Develop IT Governance focused project proposals and resource allocations to support initiatives within the IT Strategic Plan and the President of McMaster's Strategic Plan.
- Provide relevant planning and modelling information in support of the UTS Budgeting process under the leadership of the AVP and CTO.

### **What we are looking for**

This role requires a kind and compassionate **senior level professional** with a minimum of 10 years of **progressive managerial experience** and **specialized experience in administration and operation of centrally managed information technology** or the equivalent of education and experience. The successful candidate will be an excellent team player and will have a proven track record of **building collaboration** and **championing change** and has been recognized for **developing strong, trusted and impactful relationships** with internal and external stakeholders. Additionally, the incumbent will have an excellent understanding of **technology in the marketplace**, ideally focused on the needs of a large university or other comparably large and complex organization, and a particular specialization into ERP and information systems that support the broad interests of a large organization such as a university, with strong data management acumen. Knowledge of Oracle systems, procurement and licensing is strongly encouraged. A future focused, innovative mindset towards solving old problems in a new way will be greatly appreciated.

### **Additional Critical qualifications**

- Knowledge of principles, practices and techniques for world-class, high-quality, and secure IT services and operations delivery in a university or similarly complex environment.
- Demonstrated commitment to continuous learning and adopting new technologies, methods, and approaches to generate engagement and efficiency.
- University degree and preferably a Master's degree in a relevant capacity.
- Certification in Change Management or proven experience in designing and implementing change management approaches and plans in support of the introduction of new technologies.
- Project Management Professional (PMP) certification and/or proven experience managing large and complex institutional projects is desired
- Experience with licensing and contract wording and interpretation of clauses.
- Experience working in a University environment is preferred.
- Strong and professional oral and written communication capabilities.

Qualified candidates are encouraged to apply online on the McMaster website [CAREERS page](#). We thank you for your interest; only candidates moving to the interview stage will be contacted.

In keeping with its Statement on Building an Inclusive Community with a Shared Purpose, McMaster University strives to embody the values of respect, collaboration and diversity, and has a strong commitment to employment equity. The University seeks qualified candidates who share our commitment to equity, diversity and inclusion. While all qualified candidates are invited to apply, we particularly welcome applications from women, persons with disabilities, First Nations, Métis and Inuit peoples, members of visible minorities, and LGBTQ+ persons. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by McMaster University throughout the recruitment, selection and/or assessment process to applicants with disabilities.