JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Director, Technology Services

DEPARTMENT: Information Technology **DATE CREATED:** December 2019

DIVISION/FACULTY: Finance & Administration **DATE REVISED:** June 2026

ORGANIZATIONAL STRUCTURE

This role reports to the Chief Information Officer**.** Reporting directly to the Director are a team of information systems professionals consisting of the Manager, Network Operations, Manager, Campus Support, Manager Service Desk, and Manager, End User Technologies and other staff responsible for Audio and Visual technologies and services.

PRIMARY FUNCTION

The Director, Technology Services provides strategic and operational leadership for Kwantlen Polytechnic University's enterprise technology infrastructure, including networks, servers, storage, cloud platforms, datacentre operations, desktop computing, audio visual systems, and end-user support. Reporting to the Chief Information Officer and leading a team of managers and technical staff, the Director fosters a culture of collaboration, innovation, and continuous improvement in support of KPU's students, faculty, and administrative groups.

The Director plays a key role in developing and executing technology strategies, driving service excellence, and advancing modernization initiatives such as cloud adoption and operational transformation. The role is also responsible for overseeing disaster recovery planning, budgeting, and procurement activities.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Labour Relations regarding collective agreement interpretation, as appropriate.
3. Leadership
   - Fosters a positive environment of collaboration and a strong service excellence culture. Inspires, motivates, and guides team members by fostering commitment, team spirit and trust.

- Aligns Technology Services resources to support departmental priorities and the broader objectives of the university.
- Develops and maintains relationships with other educational institutions, vendors and related professional groups.
- Provides mentorship and strategic direction to managers and technical leads, supporting professional development, succession planning, and team capability building.
- Represents the IT department and acts as CIO as required.

4. Operational Management

- Establishes objectives, policies, and performance goals to ensure technology services meet operational requirements.
- Establishes key performance indicators (KPIs) to measure the effectiveness, efficiency, and quality of technology services.
- Ensures technology services consistently achieve established service standards, providing high-quality, reliable support to meet institutional needs.
- Drives strategic innovation and continuous improvement initiatives that enhance IT's capacity to deliver efficient and effective technology solutions to the institution.
- Provides strategic oversight to ensure a resilient and efficient operational environment that supports high service availability and effective management of enterprise technology resources.
- Ensures appropriate risk management, incident response, and disaster recovery processes are in place to maintain business continuity and safeguard institutional systems.
- Promotes operational maturity by advancing standardization, automation, and optimization of core infrastructure and support processes.

5. Strategic Planning and Roadmaps

- Leads the development and execution of strategic infrastructure plans, applying current knowledge and emerging best practices to ensure technology systems support the university's long-term goals.
- Develops infrastructure roadmaps that incorporate cloud-based solutions, where appropriate, to enhance service delivery, reduce costs, and align with strategic priorities.
- Analyze and predict trends, and develop long-range plans designed to maintain the effectiveness and value of the technology infrastructure.
- Partners with academic and administrative leaders to translate institutional requirements into actionable technology solutions and plans.
- Evaluates emerging technologies and assesses their applicability to institutional priorities, recommending adoption where they offer strategic value.
- Supports the CIO to plan, develop, implement, and evaluate the department's strategic roadmap.

6. Budget and Financials

- Oversees the planning, preparation, and monitoring of the Technology Services operational and capital budgets in collaboration with the CIO and Divisional Business

Manager, ensuring alignment with the IT strategic roadmap, institutional priorities, and university objectives.
- Develop business cases, requirements, and documentation in support of proposed technology initiatives.
- Monitors IT expenditures to ensure value realization, cost-efficiency, and alignment with the IT strategic roadmap.
- Participates in institutional planning processes, contributing financial insights on IT investment priorities, lifecycle costs, and risk considerations.

7. Procurement

    - Provides oversight and strategic guidance on the negotiation and procurement of hardware, software, and technology services, ensuring alignment with institutional priorities and compliance with procurement policies.
    - Develops multi-year procurement strategies that support lifecycle planning, vendor strategies, and contract optimization across technology domains.
    - Engages in vendor relationship management to ensure service accountability, value delivery, and alignment with institutional standards.
    - Serve as an escalation point for procurement and vendor related issues.
    - Oversee the performance management of vendors by monitoring service delivery, conducting regular evaluations, and driving corrective actions to ensure contractual obligations and service quality standards are consistently met.

8. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
9. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to university policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- Bachelor's degree in computer science or information technology;
- A minimum of 12 years of progressive IT experience, with at least 7 years in a senior technology leadership capacity;
- Minimum 2-years' experience leading a service desk team.
- Experience working within a post-secondary or public sector environment is preferred.
- Experience managing enterprise desktop computing environments including laptops, desktops, and Virtual Desktop Infrastructure (VDI);
- Strong experience in developing, executing, and maintaining multi-year technology roadmaps aligned to institutional strategic plans;
- Practical experience in datacenter, systems, and enterprise network architecture, operations, and lifecycle management, leveraging best practices and tools, including major cloud providers (e.g., AWS, Azure, or equivalent);
- Information Technology Infrastructure Library certification is an asset;
- Or an equivalent combination of education, training and experience.

KNOWLEDGE, SKILLS and ABILITIES

- Demonstrated experience leading enterprise infrastructure modernization initiatives, including cloud adoption, cybersecurity best practices, and operational transformation.
- Proven success deploying, managing, and evolving enterprise infrastructure technologies, including networks, data centers, storage, servers, and audiovisual systems.
- Knowledge and experience in managing telecommunications technologies in an enterprise environment.
- Familiarity with Audio-Visual technologies within enterprise environments.
- Strategic and forward-looking thinker with a demonstrated ability to develop and implement innovative technology solutions that align with long-term institutional objectives.
- Strong leadership and team-building capabilities, with proven success leading, motivating, and mentoring high-performing teams within unionized or public sector environments.
- Expertise in high availability system design and operations, ensuring the continuity and resilience of mission-critical services and systems.
- Skilled in complex contract negotiation, vendor management, performance monitoring, and overseeing service agreements.
- Expertise in developing business cases, forecasting financials, and budget management.
- Exceptional organizational and project oversight skills, including resource allocation, and timeline control across large, multi-stakeholder initiatives.
- Excellent verbal, written, and interpersonal communication skills, with the ability to translate complex technical concepts for non-technical stakeholders and executive leadership.
- Demonstrated ability to build collaborative relationships, influence decision-making, and foster cross-functional alignment across academic, administrative, and internal IT teams.
- Ability to manage multiple competing priorities effectively.
- Commitment to continuous improvement, innovation, and leading transformational initiatives that enhance technology service delivery, efficiency, and institutional success.
- Ability to travel between campuses is required.

COMPETENCIES

- **Leadership**: KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.