



The University of British Columbia

Staff Job Postings

THIS POSTING LISTS THE CURRENT UBC VACANCIES AS OF Date:28-APR-2014

PLEASE POST ON A BULLETIN BOARD IN A CONSPICUOUS PLACE

THE UNIVERSITY OF BRITISH COLUMBIA

APPLICATION INSTRUCTIONS

All career opportunities can be accessed at: www.hr.ubc.ca/careers

INTERNAL APPLICANTS

Internal applicants will apply for positions using the myCareer feature in the self-service web portal, accessible by logging in with their Campus Wide Log-in (CWL) ID.

EXTERNAL APPLICANTS

External applicants will create their online profile by visiting www.hr.ubc.ca/careers. Once you have selected the position you would like to apply for, you can create your online profile and upload your resume.

For those wishing to apply using a paper format, please submit an application resume for each position for which you wish to be considered, by specifying the Position and Job ID, to:

THE UNIVERSITY OF BRITISH COLUMBIA

Human Resources

350-2075 Wesbrook Mall

Vancouver, BC

V6T 1Z1

The Job Posting does not imply that any applicant will necessarily be selected for the position, nor is the classification as listed a commitment by the University to appoint an applicant to the classification.

Applications for each of the following vacancies should be submitted by 11:59PM on the posting close date.

VIEW OUR CAREER OPPORTUNITIES WEEKLY

Sign up for Job Alerts within myCareer to receive email notifications when new opportunities are posted online.

VIEW YOUR APPLICATION STATUS

View the status of your application(s) by logging into myCareer. You can also choose to apply for multiple job postings at the same time.

Note: Unless otherwise indicated, positions are full-time Monday to Friday.

Research Grants, Capital Funds and Self-supporting positions can be continued only as long as funds are available.

UBC hires on the basis of merit and is committed to employment equity. We encourage all qualified persons to apply.



Job Posting

Job ID: 18129
Location: Kelowna - UBC Okanagan
Employment Group: BCGEU UBC-Okanagan
Job Category: Trades - BCGEU
Classification Title: T.Q./Journeyman
Business Title: Shift Maintenance Engineer / TQ
Department: UBCO - Facilities Management
Salary: \$ 26.22 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-05-20
Job End Date: 2015-03-31
Funding Type: Budget Funded
Other: BCGEU (UBCO) - Auxiliary
Date Closed: 2014-04-29
Available Openings: 1

Job Summary

The Maintenance Engineer is responsible for operating and maintaining building equipment and infrastructure related to boilers, cooling towers, pumps, air compressors, geo-exchange and district energy system HVAC systems, controls, fire suppression systems and other related equipment to ensure the campus remains operational 24 hours a day, seven days a week.

Organizational Status

Under the general direction of the Manager, Operations & Utilities. This position reports directly to the Charge Engineer. Maintains effective working relationships with a variety of internal and external groups, including UBC faculties, staff and administrative departments, other institutions, external agencies, advisory committees, professional associations and community organizations.

Work Performed

1. Provides safety checks by:

- Review daily log book to maintain communication continuity between shifts.
- Follow log book procedure as in accordance to the BC safety authority.
- Inspect Boiler systems for safe operation and report abnormalities to the Charge Engineer.
- Conduct rounds of building mechanical rooms and report abnormalities to the Charge Engineer.
- Follow all safety procedures such as lock out, fall arrest, confined space entry, etc.
- Wear appropriate personal protective equipment.
- Attend job related safety training.

2. Complete systems operation and maintenance ,essential to UBC operations, including:

- Monitor water quality in both open aquifer loop, district energy system heating and cooling systems and report anomalies or water quality concerns to the Manager, Operations & Utilities.
- Works in a team approach to assist in the safe operation and maintenance of the campus mechanical systems and supporting infrastructure.
- Work with required professional services or external contractors to assist in planning, designing and execution of complex



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system related contract work.

- Assists in collection of records of utility data such as meter readings.
- Conducts preventative maintenance of the specialized and highly technical district energy systems, geo-exchange systems, HVAC systems, boiler and chiller systems, air and vacuum compressors, and supporting infrastructure, requiring significant periods of concentration throughout the day.
- Reports the need for inventory items requiring replenishing to the Charge Engineer.
- Responds to urgent University situations such as fire alarms, floods, leaks, power disruptions, etc.
- Conducts periodical fire hydrant flushing and testing.
- Conducts routine fire sprinkler system tests.
- Enters work order status into work order system.
- Purchasing of supplies and recording into excel tracking system.
- Monitors and makes necessary adjustments to building automation systems.
- Responds to space temperature complaints.
- Minor cleaning of mechanical areas.

3. Responsible for administrative functions such as:

- Keeping and maintaining necessary administrative and systems records, such as log books, records, and tool inventories.
- Responsible for holding a p-card and monthly reconciliations.

4. Performs other related duties as assigned.

Supervision Received

Under the limited supervision of the Manager, Operations & Utilities; reports directly to the Charge Engineer.

Supervision Given

None.

Consequence of Error/Judgement

Errors in judgement could result in damage to buildings and or equipment, classes being cancelled or delayed, lost revenue from chargeable booking, unnecessary over time, delayed or cancelled events. Errors in dealing with security and or emergency calls could lead to increased risk of injury or property damage. Failure to recognize and report hazards and apply safe work methods, such as lock-out procedures, could result in safety hazards to the campus community and co-workers. Campus community safety would be compromised. It could also cause a backlog in the work load and delays in critical business functions. Poor judgement could result in injury to staff, students and faculty, reduced service to the University and its staff as well as significant financial repercussions.

Consequence of errors in judgment could compromise campus community safety. Work load backlog and delays could effect critical business functions.

Qualifications

Over 6 years' progressive related experience. Cross connection control certification an asset. Refrigeration experience an asset; gas fitting an asset. Building Automation Systems experience an asset. . Over 4 years progressive related experience. Physical ability to perform the duties of the job. (e.g., lifting, standing, working at heights, operating forklifts) Basic computer skills in MS Word, Excel, and Outlook. Excellent communication and interpersonal skills are required. Valid Class 5 Driver's License required. Able to work flexible hours and or shifts and possibly weekends. This position is also required to share the responsibility of being on-call. Analytical thinking that incorporates creativity and innovation. Flexibility and comfort with change.



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Job Posting

Job ID:	18089		
Location:	Vancouver - Point Grey Campus		
Employment Group:	CUPE 116 (Cler/Sec/Bookstore)		
Job Category:	Research/Technical - CUPE 116		
Classification Title:	Mapping Technician	Business Title:	Mapping Technician
Department:	Facilities Planning		
Salary:	\$51,744.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2014-05-12	Ongoing:	Yes
Job End Date:			
Funding Type:	Budget Funded		
Other:			
Date Closed:	2014-04-28	Available Openings:	1

Job Summary

Under direction prepares and maintains digital maps for the University including campus site map, addressing, buildings, infrastructure and building floor plans (keyplans), as well as database entry and analysis. Also provides graphical presentation material for Campus Planning and other clients.

Organizational Status

Reports to the Manager, Facilities Information Systems, Infrastructure Development

Work Performed

Supports campus base maps & building key plan development by preparing and maintaining digitized floor plans of campus buildings, facilities, services, alterations and additions to match as-built conditions.

Performs work submitted by consultants, facility planners, service workers, other departments which may include AutoCAD files, PDFs, other vector files, roughly drawn sketches and or detailed drawings and specifications in hard copy.

Performs skilled drafting tasks in the preparation, compilation, maintenance and publication of digital drawings of the campus site base maps, streetlights, fire alarms, emergency lights, and roof equipment keyplans through necessary procedures to generate and maintain live data connections in Archibus and GIS

Performs custom drafting, including: preparing sketches, site contexts maps, thematic maps and other graphic material, to illustrate planning projects, presentations, internal reports and analysis using SDE and or SDF Data

Performs database queries, extractions, compilations and publications in various formats for facility planning, site studies, classroom support

Publishes floor plans and maps in dwg, pdf, jpg, sdf and other graphic formats for distribution as needed.

Calculates and compiles spatial information including area calculations, room dimensions, usage,



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Applies CAD drawings standards on all drawing sets as needed

Assists in the development of support reference files such as project tracking logs, drawing standards and work procedure manuals.

Reinforces best practices and guidelines within the unit and collaborates with various units within Building Operations, Campus and Community Planning, IT and outside consultants within the industry.

Informs outside consultants, planners and in-house project coordinators to explain and provides rules, regulations and general policy regarding building information and record drawing requirements.

Analyses user requests from within Infrastructure Development, Building Operations, IT, Campus and Community Planning, Risk Management, including students, faculty and staff for factual building and campus site information; consults with users on information requirements; liaises with user departments to ensure spatial data is correct; identifies and resolves anomalies in data quality as appropriate.

Performs data extraction and conversion in various formats for distribution, general reports and ad-hoc queries for facility planners, building operations, other faculties and administrative departments as required from database and drawings for planning analysis and support.

Performs general drafting duties such as calculating areas, preparing general analysis, updating databases, distributing, filing and indexing of material as required.

Conducts field visits to verify site information as required.

Operates various types of office equipment such as scanners, copiers, plotters and computers.

Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification

Supervision Received

Work is done under direction. Considerable independent judgment and action are exercised in matters that are within the framework of established procedures, but policy matters or unusual problems are referred to the manager. Instructions on new assignments and policies are received from the manager who reviews performance for overall results and conformance with established practices and policies.

Supervision Given

May train new employees in GIS functions in AutoCAD, and Archibus practices and policies.

Consequence of Error/Judgement

Data analysis errors where they occur in the compilation of drawings used in construction may result in costly discrepancies in the field. Drafting Errors where they occur used to locate devices, IDs, architectural elements and standards may result in costly discrepancies and compromise the safety of operations personnel

Qualifications

High School graduation and two years technical training in computer drafting. Completion of a recognized diploma and or certificate program in Architectural drafting preferred. Minimum of 4 years of related experience or the equivalent combination of education and experience. Intermediate skill level in computer aided drafting software used within the industry. (AutoCAD



Map3D, Civil 3D, versions 2010- to current). Intermediate skills in working with databases and SDE SDF connections used in geospatial environments.

Sound knowledge and experience in drafting practices, procedures and industry specific standards. Must have the ability to read and interpret working drawings sets in print and electronic formats. Experience in working with space management software and database applications to perform ad-hoc queries using database GUIs such as Archibus. Experience working in a municipal, civil, engineering and or architectural environment an asset. Intermediate knowledge and experience in Microsoft office software and products. Working knowledge in ESRI, Adobe and or other vector based software. Proven and strong aptitude for detail, accuracy and consistency. Sound knowledge of relational database design, queries, data manipulation. Experience in project coordination preferred. Ability to deal effectively and courteously with others, and provide assistance and information. Excellent verbal, written and interpersonal communication skills. Ability to organize, prioritize and manage multiple projects simultaneously and to submit quality work within assigned deadlines. Proven ability to build and maintain business relationships and to exercise tact, diplomacy and discretion. Willingness for continuous learning and professional development.

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Job Posting

Job ID: 18116
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: General Worker (Heavy)-F/S **Business Title:** General Worker (Heavy), Sage Restaurant & Catering
Department: Food Services
Salary: \$ 16.26 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-04-30 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 2

Job Summary

Positions in this classification perform cleaning, stockroom, dishroom and assigned kitchen duties that may require heavy lifting and physical exertion and assist in food preparation and serving.

Organizational Status

Reports to unit Manager or Supervisor.

Work Performed

Washes and handles dishes and pots up to 25 kg. in weight.

Performs stockroom duties, such as, , receiving products in loading bay, counting items to match with corresponding paperwork, shelving products up to 25 kgs. and filling in paperwork as required; assists with inventory responsibilities.

Performs a variety of cleaning duties, such as, cleaning tables, kitchen preparation and seating areas, and kitchen equipment, mopping floor and cleaning washrooms and other areas as required, ensuring that proper cleaning substances are used and that areas are marked hazardous as required.

Recommends food inventory levels and calls in approved orders.

Busses tables.

Assists cooks in the preparation of food by pulling out and re-storing supplies, assisting in the preparation of food, such as, meat, vegetables, desserts, pastry sandwiches, salads and specialty items and portioning, plating, wrapping and packing food items.

Plates, portions and dispenses food to customers in a serving line in accordance with pre-determined UBC Food Services or franchise standards.

Sets up service counters and replenishes supplies for sale, ensuring appropriate stock levels and stock rotation in refrigeration, storage and counter display units.

Assesses and ensures quality of finished product prior to serving customers.

Performs the duties of other food service workers on a relief basis as operationally required.

Maintains proper standards of sanitation and safety in accordance with FoodSafe, UBC policy and UBC Food Services safety guidelines.

Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.



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Supervision Received

Works under general supervision and independently as required.

Supervision Given

None. May assist in training new employees or guide student workers.

Consequence of Error/Judgement

Minor decisions related to cleaning needs; impact of errors is minimal and can be easily corrected.

Qualifications

Completion of Grade 10 and Food Safe Level 1 Certificate. Minimum of 1 year of related experience or the equivalent combination of education and experience.

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Job Posting

Job ID: 18117
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Sales Attendant-Food Services **Business Title:** Sales Attendant-Sage, Ideas Lounge and Catering
Department: Food Services
Salary: \$ 16.73 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-04-30 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 2

Job Summary

Working at the Sage restaurant, Peter Wall Ideas Lounge and Sage Catering this position greets and serves guests, prepares food, and accepts payment and performs transactions.

The Sales Attendant position provides customer service in all areas of the operation including the restaurant dining room, the Ideas Lounge and catering. The Sales Attendant position acts as the first point of contact for guests and clients. The position is the responsible for maintaining a welcoming, professional and service-oriented environment for guests and clients.

Organizational Status

Reports to Supervisor, Catering Coordinator or Manager.

Work Performed

1. Greet and seat guests; takes guests' food orders at tables and delivers food; prepares and calculates bills for payment. Responsible for taking reservations as per established procedures.
2. Responsible for knowing the menu including ingredients and preparation method of the food, daily features and unique dishes; provides answers to guests' questions regarding the menu and makes recommendations and suggestions to enhance the guests' experience including wine pairings.
3. Responsible for all food and service related issues in their assigned station of responsibility and guest satisfaction including being responsive to special requests and or any dietary requirements or food allergies.
4. Enters customer orders in computer or cash register and accepts payment via cash, meal plan card, bonus cards, vouchers, debit, or credit card; distributes change and receipts as required; and cashes out as per UBC Food Services policies.
5. Acts as a member of the Sage team, providing assistance to colleagues; and customer service and assistance to guests. Work in coordination with the kitchen staff and other staff ensuring the efficient operation of the restaurant, Ideas Lounge and catering functions.
6. Recommends food inventory levels and calls in approved orders; assists in maintaining inventory.
7. Assists cooks in the preparation of food, such as, meat, vegetables, desserts, pastry sandwiches, salads and specialty items; portions, plates, wraps, and packs food items.
8. Prepares made-to-order food items; plates, portions and dispensing food to customers in a serving line in accordance with pre-determined UBC Food Services or franchise standards.



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9. Sets up service counter, restaurant stations and replenishes supplies for sale, ensuring appropriate stock levels and proper stock rotation in refrigeration, storage and counter display units.
10. Busses tables and cleans tables, kitchen preparation areas, kitchen equipment and seating areas.
11. Sets and arranges tables with linen, china, cutlery, and glassware.
12. Moves tables, chairs and other service equipment for daily service and functions.
13. Assesses and ensures quality of finished product prior to serving customer. Responsible for organizing food orders and ensuring that orders are delivered in a timely manner to guests as per the UBC Food Services quality and standards.
14. Performs the duties of other food service workers on a relief basis as operationally required.
15. Maintains proper standards of sanitation and safety in accordance with FoodSafe, UBC policy and UBC Food Services safety guidelines.
16. Works in all areas of the operation including Sage restaurant, Peter Wall Ideas Lounge and Sage catering.
17. Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received

Works under general supervision and independently as required.

Supervision Given

None. May assist in training new employees or guide student workers.

Consequence of Error/Judgement

Makes minor decisions related to sequence of duties; impact of errors is minimal.

Qualifications

Completion of Grade 10 and Food Safe Level 1 Certificate. Serving It Right certificate Required. 1 years relevant experience or the equivalent combination of education and experience. One year of table service in an upscale fine dining restaurant required. One year of catering experience in a four-five star hotel preferred.

Work in a fast paced environment. Effective oral communication, interpersonal skills and time management skills. Must be able to work a flexible schedule including weekday, evenings and weekends. Presents in a professional and respectful manner.

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Job Posting

Job ID: 18156
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Sales Attendant-Food Services **Business Title:** Sales Attendant-Starbucks
Department: Food Services
Salary: \$ 16.73 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-05-05 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-05-04 **Available Openings:** 4

Job Summary

Positions in this classification serve customers, take payment and prepare food in food service restaurants, residences and retail outlets.

Organizational Status

Reports to unit Supervisor or Manager.

Work Performed

Takes customer food orders at counter or at tables; prepares and calculates bills for payment.
Enters customer orders in computer or cash register and accepts payment via cash, meal plan card, bonus cards, vouchers, debit, or credit card; distributes change and receipts as required; and cashes out as per UBC Food Services policies.
Recommends food inventory levels and calls in approved orders; assists in maintaining inventory.
Assists cooks in the preparation of food, such as, meat, vegetables, desserts, pastry sandwiches, salads and specialty items; portions, plates, wraps, and packs food items.
Prepares made-to-order sandwiches; plates, portions and dispensing food to customers in a serving line in accordance with pre-determined UBC Food Services or franchise standards.
Sets up service counter and replenishes supplies for sale, ensuring appropriate stock levels and proper stock rotation in refrigeration, storage and counter display units.
Busses tables and cleans tables, kitchen preparation areas, kitchen equipment and seating areas.
Assesses and ensures quality of finished product prior to serving customer.
Performs the duties of other food service workers on a relief basis as operationally required.
Maintains proper standards of sanitation and safety in accordance with FoodSafe, UBC policy and UBC Food Services safety guidelines.
Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification

Supervision Received

Works under general supervision and independently as required.



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Supervision Given

None. May assist in training new employees or guide student workers.

Consequence of Error/Judgement

Makes minor decisions related to sequence of duties; impact of errors is minimal.

Qualifications

Completion of Grade 10 and Food Safe Level 1 Certificate. 1 years relevant experience or the equivalent combination of education and experience. Must complete and pass specialized Starbucks training program.

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Job Posting

Job ID: 17966 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Research/Technical - CUPE 116
Classification Title: Research Asst/Tech 2 **Business Title:** Research Asst/Tech 2
Department: Centre for Disease Modeling
Salary: \$ 20.77 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-04-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-05-04 **Available Openings:** 3

Job Summary

The Centre for Disease Modeling is a 100,000 square foot, state of the art, research facility. This facility will provide skilled technicians, lab space, and equipment to support 50 UBC researchers with cutting edge research. The CDM is a cost recovery department and in the future will also support the BC Preclinical Research Consortium initiative.

This position will be responsible for providing: skilled technical services and assistance; and daily care and maintenance required for the health and cleanliness of research animals and their housing facilities in all areas of the CDM. All applicants must be willing to work weekends; and will be expected to successfully complete mandatory job related courses.

Organizational Status

The Senior Manager of the Centre for Disease Modeling is ultimately responsible for this position; however, day to day direction will be determined by the current organizational chart and operational need.

Work Performed

Under general supervision provides daily care of laboratory mice and rats and ensures the health and cleanliness for research animals and their housing facilities; the incumbent will also provide skilled technical services and assistance and Interact with technical staff, UBC researchers, and veterinarians.

Duties include:

- Managing breeding colonies (under general supervision)
- Performing minor surgeries and techniques, including: tissue collection and organs, blood collection, surgical implantations, tumour implantations, injections, embryo manipulations, vessel cannulation.
- Performing laboratory techniques such as media preparation, cell culture, hormone preparation as required
- Identify, report and treat sick animals.
- Demonstrating and explaining T2 duties and tasks
- Assisting CDM Staff and Users
- Animal handling, feeding, watering and health monitoring
- Daily census recording



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- Maintaining records
- Maintaining inventory
- Assisting in sample collection
- Recognizing and reporting concerns involving the animals, animal rooms, and the facility in general
- Shipping and receiving of animals
- Operation of rack and tunnel washers
- Cleaning of cages, accessories, bottles, carts, and racks
- General Housekeeping, including:
 - Preparation and use of disinfectants and detergents
 - Operating a bedding vacuum system, bottle filling system, high pressure spray units and autoclaves
 - Removal of waste
 - Cleaning and general facility upkeep
- Assemble clean caging units
- Perform minor maintenance tasks on facility related equipment
- Performing other related duties

Supervision Received

Receives instructions during orientation, on subsequent new assignments, on changes in procedures, and on unusual problems or matters which are not covered under established SOP's and policies. Carries out familiar duties and responsibilities under general supervision.

Supervision Given

The incumbent may distribute work assignments to employees at lower classification levels and initiate new employees into routines, procedures, and operation of equipment. They will be expected to share expert technical knowledge and occasionally teach techniques to others.

Consequence of Error/Judgement

This person must be willing to pay attention to details, be aware of pitfalls and be willing to repeat tasks if necessary. Most of the procedures will require following a protocol already in place, however there is room for innovative thinking to improve upon existing protocols and provide input into the direction of the project. CDM Tech 2's are expected to exercise some initiative and judgment in establishing priorities and carrying tasks through to completion; new or unusual problems would be referred to supervisor. Incorrect decisions could result in deterioration of animal health and or disruption or ruination of a research study.

Qualifications

High School graduation. AHT or VT Preferred. Knowledge in the Canadian Council on Animal Care Guidelines mandatory. CALAS Registered Laboratory Animal Technician (RLAT or ARLAT) level certification preferred. Minimum of 2 years related experience or the equivalent combination of education and experience. Experience in an animal care facility required. Required skills include: Ability to communicate effectively verbally and in writing; Ability to listen actively and attentively, and obtain clarification as required; Ability to work effectively independently and in a team environment; Ability to analyze problems, identify key information and issues, and effectively resolve; Ability to deal with a diversity of people in a calm, courteous, and effective manner; And the physical ability to perform the duties of the job including: working with high temperature steam equipment; exposure to animal dander and urinary proteins; performing repetitive tasks; and the ability to lift 25kg.



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Job Posting

Job ID: 18143
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Labourer 2 **Business Title:** Seasonal Labourer 2
Department: Building Ops - Gardener
Salary: \$ 19.64 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-05-19
Job End Date: 2014-09-12
Funding Type: Budget Funded
Other: CUPE 116 Seasonal
Date Closed: 2014-05-04 **Available Openings:** 13

Job Summary

Under the general supervision of Gardening or Labour Supervisor, this position performs labour tasks of a general nature involving physical effort. Operates special equipment on a continuous basis and performs other maintenance and or is a working Lead Head.

Organizational Status

Seasonal Labourer within the Municipal Services Unit of Building Operations. Reports to the Head Gardener or Head Labourer in all service areas in the unit.

Work Performed

- Assists in soft landscape and other general labour duties using specialized equipment and physical effort including lawn and garden bed maintenance
- Assists in landscaping, maintenance, construction and development of lawns and planted areas of the University campus.
- Operates light, medium and heavy vehicles and special construction and maintenance equipment (including, but not limited to, power washers, line trimmers, lawn mowers, backpack blowers, jack hammers, tampers, concrete vibrators, concrete asphalt coring and cutting equipment, sandblasting equipment, bobcats, and any other special equipment.
- May monitor the work of a group of Labourers in an assigned area as designated by the Head Labourer or Sub-Head Labourer; participates in the work and ensures those under his her jurisdiction work in a correct and safe manner
- Requests and receives tools, equipment and material for the work assigned
- Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received



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Works under general supervision and from oral and written instructions and according to established procedures.

Supervision Given

Monitors the work of a group of labourers in an assigned area as required.

Consequence of Error/Judgement

Determines the most efficient and effective way to operate equipment to perform work; incorrect decisions result in minor delays.

Qualifications

High School graduation and Valid B.C. Driver's License. the equivalent combination of education and experience. Good physical fitness; knowledge of construction and maintenance equipment and usage. This position will be required to work 37.5 hours per week.

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Job Posting

Job ID: 18139
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Service Worker - Bldg Ops
Business Title: Evening - Part-Time Service Worker
Department: Building Ops - Custodial
Salary: \$35,196.00 (Annual)
Full/Part Time: Part-Time (67%)
Desired Start Date: 2014-05-12
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-04
Available Openings: 1

Monday to Friday; 9:00 P.M. to 2:00 A.M.

Job Summary

UBC Building Operations provides comprehensive facilities maintenance, operations and renovation services for lands and buildings owned by the University of British Columbia.

Custodial Services is responsible for the custodial care of UBC buildings. Building Service Workers provide cleaning services for offices, classrooms, labs, and common areas at the Vancouver Point Grey Campus, provide minor maintenance tasks, lock and unlock exterior doors, and set up for University functions and events; including final exams and Congregation ceremonies.

Organizational Status

Building Service Workers report to the Superintendent, Custodial Services, the Custodial Manager or the Assistant Supervisor, depending on the shift worked. Daily work assignments and instructions are given by the Head Service Worker. Building Service Workers work both independently as well as in pairs or a team environment dependent on the nature of the custodial task performed.

Work Performed

Dusts, sweeps, mops, washes, vacuums, strips, waxes, polishes, shampoos, disinfects and scrubs, as applicable, all surfaces of floors, walls, fixtures, furniture and appliances in various areas of buildings, operating light or heavy duty hand or power operated cleaning equipment in the performance of duties, as required.

Maintains adequate level of cleaning supplies and equipment according to instructions and work assigned; requests and receives materials and equipment as needed and ensures relevant equipment is in good operating condition.

Cleans up spillages and spot washes and waxes floors where spillages occur.

Cleans the interior and exterior of windows, other glass surfaces, shades and Venetian blinds.

Replenishes materials, such as soap, toilet paper, paper towels and writing papers in designated areas according to need.

Sweeps and cleans sidewalks and related areas and clears snow when required.



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Collects garbage and waste, empties waste receptacles and deposits in containers or at pick up points.

Performs tasks such as cleaning light fixtures and unplugging toilets and submits reports regarding maintenance or repairs needed to building and utilities and reports signs of abuse or failure of fixtures and furnishings.

Reports any unusual circumstances related to building security; assists in emergencies such as evacuation of persons from buildings, etc., as directed.

May be required to re-arrange, move and set up furniture and equipment.

May be required to make beds, distribute and change linens, remove soiled linen to designated collection area and collect laundry.

May be required to fill vending machines and attend to petty cash.

Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received

Building Service Workers work under the general supervision from the Head Service Worker and from oral and written instructions and in accordance with standard procedures. Receives specific instructions on new or unusual problems from one of the following; Head Service Worker, Assistant Supervisor, Custodial Services, Custodial Manager and or Superintendent, Custodial Services.

Supervision Given

None

Consequence of Error/Judgement

Building Service Workers make decisions related to the sequence of custodial duties; errors may have minor impact on the efficiency of service provided.

Qualifications

Completion of Grade 10. 1 years relevant experience or the equivalent combination of education and experience. Building Service Worker certification an asset. General knowledge of custodial rules and regulations, security and safety policies and procedures. Ability to operate standard custodial equipment. Ability to follow instructions and to adopt new methods and practices. Ability to work effectively with minimal supervision and accurately prioritize tasks in order to meet operational deadlines. Effective communication skills with the ability to establish and maintain effective working relationships with managers, supervisors and peers.

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Job Posting

Job ID: 18090
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Service Worker - Bldg Ops
Business Title: Weekends - Evening Service Worker
Department: Building Ops - Custodial
Salary: \$ 18.05 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-05-12
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-28
Available Openings: 1

Saturday and Sunday; 6:00 PM to 2:00 AM.

Job Summary

UBC Building Operations provides comprehensive facilities maintenance, operations and renovation services for lands and buildings owned by the University of British Columbia.

Custodial Services is responsible for the custodial care of UBC buildings. Building Service Workers provide cleaning services for offices, classrooms, labs, and common areas at the Vancouver Point Grey Campus, provide minor maintenance tasks, lock and unlock exterior doors, and set up for University functions and events; including final exams and Congregation ceremonies.

Organizational Status

Building Service Workers report to the Superintendent, Custodial Services, the Custodial Manager or the Assistant Supervisor, depending on the shift worked. Daily work assignments and instructions are given by the Head Service Worker. Building Service Workers work both independently as well as in pairs or a team environment dependent on the nature of the custodial task performed.

Work Performed

Dusts, sweeps, mops, washes, vacuums, strips, waxes, polishes, shampoos, disinfects and scrubs, as applicable, all surfaces of floors, walls, fixtures, furniture and appliances in various areas of buildings, operating light or heavy duty hand or power operated cleaning equipment in the performance of duties, as required.

Maintains adequate level of cleaning supplies and equipment according to instructions and work assigned; requests and receives materials and equipment as needed and ensures relevant equipment is in good operating condition.

Cleans up spillages and spot washes and waxes floors where spillages occur.

Cleans the interior and exterior of windows, other glass surfaces, shades and Venetian blinds.

Replenishes materials, such as soap, toilet paper, paper towels and writing papers in designated areas according to need.

Sweeps and cleans sidewalks and related areas and clears snow when required.



The University of British Columbia

Staff Job Postings

Collects garbage and waste, empties waste receptacles and deposits in containers or at pick up points.

Performs tasks such as cleaning light fixtures and unplugging toilets and submits reports regarding maintenance or repairs needed to building and utilities and reports signs of abuse or failure of fixtures and furnishings.

Reports any unusual circumstances related to building security; assists in emergencies such as evacuation of persons from buildings, etc., as directed.

May be required to re-arrange, move and set up furniture and equipment.

May be required to make beds, distribute and change linens, remove soiled linen to designated collection area and collect laundry.

May be required to fill vending machines and attend to petty cash.

Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received

Building Service Workers work under the general supervision from the Head Service Worker and from oral and written instructions and in accordance with standard procedures. Receives specific instructions on new or unusual problems from one of the following; Head Service Worker, Assistant Supervisor, Custodial Services, Custodial Manager and or Superintendent, Custodial Services.

Supervision Given

None.

Consequence of Error/Judgement

Building Service Workers make decisions related to the sequence of custodial duties; errors may have minor impact on the efficiency of service provided.

Qualifications

Completion of Grade 10. 1 years relevant experience or the equivalent combination of education and experience. Building Service Worker certification an asset. General knowledge of custodial rules and regulations, security and safety policies and procedures. Ability to operate standard custodial equipment. Ability to follow instructions and to adopt new methods and practices. Ability to work effectively with minimal supervision and accurately prioritize tasks in order to meet operational deadlines. Effective communication skills with the ability to establish and maintain effective working relationships with managers, supervisors and peers.

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Job Posting

Job ID: 18081
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Service Worker - Bldg Ops **Business Title:** Evening - Full-Time Service Worker
Department: Building Ops - Custodial
Salary: \$35,196.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-05 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 1

Monday to Friday; 6:00 P.M. to 2:00 A.M.

Job Summary

UBC Building Operations provides comprehensive facilities maintenance, operations and renovation services for lands and buildings owned by the University of British Columbia.

Custodial Services is responsible for the custodial care of UBC buildings. Building Service Workers provide cleaning services for offices, classrooms, labs, and common areas at the Vancouver Point Grey Campus, provide minor maintenance tasks, lock and unlock exterior doors, and set up for University functions and events; including final exams and Congregation ceremonies.

Organizational Status

Building Service Workers report to the Superintendent, Custodial Services, the Custodial Manager or the Assistant Supervisor, depending on the shift worked. Daily work assignments and instructions are given by the Head Service Worker. Building Service Workers work both independently as well as in pairs or a team environment dependent on the nature of the custodial task performed.

Work Performed

Dusts, sweeps, mops, washes, vacuums, strips, waxes, polishes, shampoos, disinfects and scrubs, as applicable, all surfaces of floors, walls, fixtures, furniture and appliances in various areas of buildings, operating light or heavy duty hand or power operated cleaning equipment in the performance of duties, as required.

Maintains adequate level of cleaning supplies and equipment according to instructions and work assigned; requests and receives materials and equipment as needed and ensures relevant equipment is in good operating condition

Cleans up spillages and spot washes and waxes floors where spillages occur.

Cleans the interior and exterior of windows, other glass surfaces, shades and Venetian blinds.

Replenishes materials, such as soap, toilet paper, paper towels and writing papers in designated areas according to need

Sweeps and cleans sidewalks and related areas and clears snow when required.



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Staff Job Postings

Collects garbage and waste, empties waste receptacles and deposits in containers or at pick up points.

Performs tasks such as cleaning light fixtures and unplugging toilets and submits reports regarding maintenance or repairs needed to building and utilities and reports signs of abuse or failure of fixtures and furnishings.

Reports any unusual circumstances related to building security; assists in emergencies such as evacuation of persons from buildings, etc., as directed.

May be required to re-arrange, move and set up furniture and equipment.

May be required to make beds, distribute and change linens, remove soiled linen to designated collection area and collect laundry.

May be required to fill vending machines and attend to petty cash.

Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received

Building Service Workers work under the general supervision from the Head Service Worker and from oral and written instructions and in accordance with standard procedures. Receives specific instructions on new or unusual problems from one of the following; Head Service Worker, Assistant Supervisor, Custodial Services, Custodial Manager and or Superintendent, Custodial Services.

Supervision Given

None.

Consequence of Error/Judgement

Building Service Workers make decisions related to the sequence of custodial duties; errors may have minor impact on the efficiency of service provided.

Qualifications

Completion of Grade 10. 1 years relevant experience or the equivalent combination of education and experience. Building Service Worker certification an asset. General knowledge of custodial rules and regulations, security and safety policies and procedures. Ability to operate standard custodial equipment. Ability to follow instructions and to adopt new methods and practices. Ability to work effectively with minimal supervision and accurately prioritize tasks in order to meet operational deadlines. Effective communication skills with the ability to establish and maintain effective working relationships with managers, supervisors and peers.

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Job Posting

Job ID: 18134
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 3 (Gr6) **Business Title:** Administrative Support 3 (Gr6)
Department: Microbiology
Salary: \$40,752.00 (Annual)
Full/Part Time: Part-Time (50%)
Desired Start Date: 2014-05-05
Job End Date: 2015-05-04
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 1

Job Summary

The Administrative Assistant provides secretarial support and administrative assistance to the Director of the Centre for Microbial Diseases & Immunity Research. This position will provide support in coordinating grant applications, managing the Director's calendar, coordinating schedules, arranging meetings, making travel arrangements and preparing travel reimbursement forms, preparing correspondence and reports, directing phone calls and emails and general secretarial duties. The Director is also a full Professor with teaching duties and runs a large research laboratory

Organizational Status

The Administrative Assistant reports primarily to the Director. Receives work direction from the Director, Project Manager and Lab Manager.

Works independently under minimal supervision; work requires initiative to prioritize, plan and complete assignments independently.

Work Performed

- Provides executive administrative support to the Director, and acts as a personal and confidential secretary to the Director.
- Organizes the electronic calendar of the Director by scheduling meetings and appointments, identifying and communicating high priority requests, and coordinating with other schedules. Books rooms, arranges teleconferences and arranges catering if needed.
- Assembles and maintains bring forward materials from a variety of sources for meetings, travel arrangements, grant applications and correspondence.
- Screens and responds to a variety of written, e-mail and oral inquiries of an interpretive nature, and requests for meetings with the Director. Uses diplomacy and tact in dealing with University officials, faculty members, staff, industrial contacts, students, media representatives and the general public.
- Coordinates all travel arrangements for the Director, including airline, hotel and ground transportation; these arrangements are often of a complex nature and require a high level of coordination and attention to detail. Coordinates all travel arrangements for visiting lecturers, and other faculty members, scientific collaborators and students coming for meetings, interviews or to present seminars.
- Edits and formats (using appropriate software; e.g. Word, Acrobat, PowerPoint, Excel, Endnote, Photoshop) a variety of materials of a confidential and sensitive nature, including general correspondence, grant applications, research papers, annual reports and referee letters.



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- Performs weekly financial duties by preparing travel reimbursement requisitions and other requisitions for payment.
- Assists with preparation of teaching materials, distributing material to students and coordinating material received from students.
- Manages records including filing, creating maintaining files, culling existing files, and packaging files for archiving.
- Updates materials to be provided to the webmaster for updating the Director's websites
- Organizes occasional social functions, assists with social events; booking rooms booking catering, assisting with set up.
- Orders office supplies and oversees the operation of office equipment. Acts as contact person for service calls when required.
- Acts as backup to project manager and lab manager, as required, and performs other related duties as required.

Working Conditions

- Job is performed in a standard office environment
- Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
- -The incumbent will have a private office with a window beside the office of the Director.

Supervision Received

Works independently under minimal supervision; occasionally seeks direction advice from the Director. Work is performed in accordance with broadly established procedures and practices requiring initiative to prioritize, plan and complete assignments independently, and judgment to determine which of many methods are applicable in any given situation.

Supervision Given

The incumbent has no supervisory responsibilities.

Consequence of Error/Judgement

The Director will rely on the incumbent's work being accurate and error-free. Inaccuracies in documents, grants, and reports could potentially delay the operation of the UBC facility and could result in grant applications not being successful, which would affect the ability of research to be conducted. The Scientific Director has a very tight schedule: time conflicts will result in him missing meetings and flights, reflecting negatively on himself and the University.

Qualifications

High School graduation and 1 year post-secondary education. 4 years related experience or the equivalent combination of education and experience. Ability to maintain accuracy and attention to detail. Ability to work effectively with minimal supervision. Ability to effectively use <job-specific software> at an intermediate level(e.g., Outlook, MS Word, MS Excel).

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Job Posting

Job ID: 18151
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Financial
Classification Title: Financial Proc. Spec 3 (Gr4) **Business Title:** Financial Proc. Spec 3 (Gr4)
Department: Schl of Arch & Landscp Arch
Salary: \$38,808.00 (Annual)
Full/Part Time: Part-Time (50%)
Desired Start Date: 2014-05-26 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-04 **Available Openings:** 1

Job Summary

This position performs financial processing for the School and provides administrative and clerical support to the Manager, Administration. This is a 50% part-time position at 17.5 hours per week.

Organizational Status

Reports to the SALA Manager, Administration. Interacts regularly with the faculty, staff and students of SALA. Liaises with service providers from Finance, Research & Trust Accounting, Office of Research Services and Accounts Payable and or other UBC Units. Liaises with vendors on purchase order, invoicing and payment issues.

Work Performed

- Prepares financial documents (cash deposits, cheque requisitions, journal vouchers, invoices, travel claims and purchase requisitions).
- Reviews all financial paperwork to ensure appropriate backup documentation is attached; follows up with the originating student, faculty or staff member when additional documentation is required.
- Submits paperwork to Financial Services for processing and resolves vendor disputes by researching, following up and making corrections as appropriate.
- Advises faculty on expense reimbursements, course budget limits and other reimbursement items.
- Maintains and reconciles the petty cash for the school.
- Performs various cash handling procedures, including receiving payments (Cash, online, Visa), making deposits and paying bills by credit card.
- Monitors research grant accounts and generates financial reports using UBC Financial Services financial management system (FMS) and other financial reporting tools, and as required.
- Reconciles and resolves discrepancies on accounts.
- Maintains all financial records and files. Maintains and organizes financial archives.
- Initiates student, faculty and staff appointment forms using ePAF.
- Maintains student appointment files.
- Collects and submits timesheets for hourly employees.
- Reviews and resolves payroll discrepancies.
- Assists the Manager, Administration by collecting data, running reports, pulling files and providing other information



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assistance as requested.

- Orders and maintains inventory of office supplies, including photocopy paper and office stationery for both SALA program office locations.
- Responds to student printing refund requests, evaluates the requests and issues refunds where appropriate.
- Updates student print system (ITC), adding and deleting student files annually. Will maintain the new "pay for print" records, updating information as needed requested.
- Enters on-line key requisitions for students, faculty, instructors and guests as needed.
- Orders parking passes for both SALA program offices.
- May assist with coordinating of the annual workshops, field courses or other program events.
- May provide support for program meeting organization, agendas and minutes.
- Other related clerical financial tasks as required.

Supervision Received

Performs routine duties independently and in accordance with established procedures; receives specific instructions from the Manager, Administration as necessary. Incumbent is expected to ensure adherence to UBC Financial Practices and Procedures and identifies and resolves problems relating to areas of responsibility; unusual matters are brought to the attention of the Manager, Administration as appropriate.

Supervision Given

No supervision given.

Consequence of Error/Judgement

Works independently under general supervision. Works within well established guidelines and procedures, but is expected to exercise initiative and judgment in choosing which methods to use in any given situation, establishing priorities and carrying tasks through to completion.

This position is a financially important one in which accuracy, decisions and judgment are relied upon by the School's Administrative Manager. The impact of error in transaction documentation could result in additional work and or substantial monetary loss to the department or grant holder. Improperly completed or filed financial transaction documentation may result in time wasted making corrections or lost original documentation.

Qualifications

High School graduation and Completion of one year post secondary education in a related field. Post secondary training in bookkeeping or accounting. 3 years of related experience or the equivalent combination of education and experience. Ability to effectively manage multiple tasks and priorities. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to understand and apply policies, procedures, and instructions. Ability to communicate effectively verbally and in writing. Ability to accurately process cash credit card transactions. Ability to analyze and reconcile accounts. Ability to accurately process hourly timesheets within required timelines. Ability to work effectively independently and in a team environment. Ability to exercise tact and discretion. Ability to effectively use MS Office, particularly Excel, Outlook and Word at an intermediate level. Familiarity with accounting software is an asset.

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Job Posting

Job ID: 18146
Location: Outside Vancouver - Hospital
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Program Assist
Classification Title: Program Assistant 1 (Gr3) **Business Title:** Program Assistant 1 (Gr3)
Department: Medical Postgraduate Education
Salary: \$38,148.00 (Annual)
Full/Part Time: Part-Time (60%)
Desired Start Date: 2014-05-26 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

The office is located at the Postgraduate Medical Education Office at the University Hospital of Northern BC, 1475 Edmonton Street, Prince George BC V2M 1S2.

Job Summary

This 0.6 FTE position provides administrative and organizational support in the day-to-day activities of the UBC Residency programs at the Prince George site on a part-time basis. The incumbent will assist the UBC Regional Specialty Program Manager in providing administrative support to the Regional Associate Dean, Site Directors and DSSLS associated with the UBC Residency programs.

The office is located at the Postgraduate Medical Education Office at the University Hospital of Northern BC, 1475 Edmonton Street, Prince George BC V2M 1S2.

Organizational Status

Reports directly to the UBC Regional Specialty Program Manager, Prince George site and to the Postgraduate Manager, Vancouver Hospital site.

Work Performed

- Provides administrative support to the Regional Associate Dean and various DSSLS associated with Residency programs in Prince George.
- Performs routine duties such as answering and screening incoming calls and directs them as appropriate.
- Drafts routine correspondence and coordinates photocopying.
- Performs data entry of vacation leave, lieu days, flex days etc. into One45.
- Coordinates Academic Half Day (AHD), including arranging videoconferences, distributes schedules and evaluations.
- Organizes and maintains the web based evaluation system (One45) for all rotations including daily administration, maintenance and monitoring of the system, entering incoming evaluations as required and monitoring outstanding evaluations and updating information as required.
- Schedules resident orientations.
- Assigns accommodation to specialty residents and maintains appropriate tracking for this.
- Maintains rotation call schedules for residents and inputs data to electronic schedules as required.
- Organizes teleconferences, videoconferences and other education functions for residents under the direction of the Program Manager. Monitors attendance of residents.



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- Takes minutes at meetings and circulates agendas.
- Books meeting rooms and arranges catering as necessary.
- Performs other related duties as required to assist Regional Specialty Program Manager.

Supervision Received

This position reports directly to the Regional Specialty Training Program Manager, Prince George Site and to the Postgraduate Manager, Vancouver Hospital Site.

Supervision Given

None.

Consequence of Error/Judgement

This position deals with information of a confidential and sensitive nature. The consequence of breaking confidentiality could have serious impact on the Postgraduate Deans Office, the Faculty of medicine and the University. The incumbent must work with tact and discretion and with confidentiality concerning resident records and personal information.

Qualifications

High School graduation and 1 year post-secondary education. 2 years of related experience or the equivalent combination of education and experience. Experience with standard business office procedures and practices preferred. Ability to effectively use Outlook, MS Word and Ms Excel at an intermediate level. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to communicate effectively verbally and in writing. Ability to compose correspondence and other written materials using clear and concise business English. Ability to use effective organizational skills. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to maintain accuracy and attention to detail. Ability to take and transcribe accurate meeting minutes. Ability to exercise tact and discretion. Ability to operate job-related equipment (e.g., fax machine, photocopier). Ability to perform word processing at 50 words per minute.

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Job Posting

Job ID: 18185
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Undergrad Student Supp
Classification Title: Undergrad Student Supp 2 (Gr4) **Business Title:** Science Degree Navigator Student Support
Department: Science, Dean's Office
Salary: \$38,808.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-26
Job End Date: 2014-08-01
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The Science Degree Navigator Student Support position plays a supporting role in the development of Science undergraduate use of UBC's degree audit system. Using the Degree Navigator software, and following the requirements for the BSc as listed in the 2014 15 UBC Calendar, the incumbent will work with Enrolment Services to build a draft BSc degree audit schema for one Science major. Working with student support staff in the Science Information Centre, the incumbent will test the schema and make changes to the program as needed. Once it is functional, the incumbent will use this schema as a framework for completing degree audit schemas for other BSc programs (majors). This is a 10 week summer position, in support of the Science Information Centre's goal to make Degree Navigator functional for most students in the Bachelor of Science program at UBC, starting with those admitted in Fall 2013 and later.

Organizational Status

This position works with the Business Solutions Analyst responsible for Degree Navigator Support, and reports to the Director, Student Academic Services, in the Faculty of Science.

Work Performed

Key responsibilities include:

- Applying BSc degree requirements to the latest calendar version in Degree Navigator
- Working with Enrolment Services to enter the requirements, using Degree Navigator software, for BSc programs
- Liaising with staff in the Science Information Centre and Faculty of Science departments to clarify and define program requirements, as needed
- Testing all updates to ensure requirements are operating as expected
- Documenting all the updates performed on Degree Navigator

Supervision Received

This position receives day-to-day direction from the Business Solutions Analyst responsible for Degree Navigator Support. Works under general supervision of the supervisor. Works closely with the Faculty of Science Information Centre to clarify questions regarding degree requirements. Technical problems are referred to the supervisor. Receives detailed instruction on the



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assignment of new duties and thereafter only on new or unusual problems.

Supervision Given

None.

Consequence of Error/Judgement

Failure to implement and update degree requirements accurately, data entry errors, and inefficiencies in processing updates in a timely manner can impact the ability of students to graduate on time, causing undue hardships, and can also lead to students not having course pre-requisites needed to register for courses that may be required for their degree.

Data entry must be accurate and provided in a respectful, timely and supportive manner. Failure to provide service that meets these standards affects public perception of the Faculty of Science, Enrolment Services, and the University.

Qualifications

High School graduation and one year post secondary diploma. Preference for student currently registered in UBC Bachelor of Science, majoring in Computer Science. 3 years of related experience or the equivalent combination of education and experience. Demonstrated understanding and knowledge of UBC Bachelor of Science requirements, and UBC's Academic Calendar. An understanding of Degree Navigator is preferred. Strong attention to detail required.

Experience in working with databases preferred.

Knowledge of university and department policies and procedures preferred.

Effective oral and written communication skills.

Ability to prioritize; strong organizational skills and time management skills.

Can work well independently and in a team environment

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Job Posting

Job ID: 18181
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Undergrad Student Supp
Classification Title: Undergrad Student Supp 3 (Gr7) **Business Title:** Undergrad Student Supp 3 (Gr7)
Department: Teacher Education Office
Salary: \$42,072.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-06-02 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

Reviews domestic Unclassified, Diploma, and Visiting Student applications and processes re-admissions of Faculty of Education undergraduate students. Provides guidance and direction on admissions procedures, policies and programs to prospective and current students, departmental staff and faculty. Coordinates clerical processing and maintenance of undergraduate Faculty of Education application documentation from evaluation and decision process to graduation and archival preparation. Provides planning input regarding admissions clerical matters and trains temporary admissions clerical staff.

Organizational Status

Reports to the Administrative Manager, works closely and interacts with the Admissions Officers (2), Admissions Clerk and temporary Admissions Clerks (2) hired during high volume period of Admissions cycle, Teacher Education Office (TEO) Program Co-coordinators, Associate Dean, Director, Faculty, students, staff and the public. Liaises with UBC Enrolment Services, Program Assistants in Professional Development and Community Engagement and other Faculty of Education departments.

Work Performed

Admissions Duties:

- Processes, evaluates and admits undergraduate Faculty of Education non-degree applicants including Diploma in Education, Unclassified, visiting students, and Faculty of Education Access students, according to the established guidelines and criteria.
- Upon receipt of the pre-approved Native Indian Teacher Education Program (NITEP) applications, processes and admits first year NITEP students, in consultation with Admissions Officers as necessary.
- Assesses and posts transfer credit from BC universities and colleges for newly admitted NITEP students, in consultation with the Program Coordinator as necessary.
- Upon completion of conditions and working with Admissions Officers, evaluates and confirms conditional BEd admissions, generates confirmation letters and follows up with those whose conditions remain outstanding.
- Upon receipt of applications for re-admission to BEd program, presents applications and files to Director and appropriate practicum co-coordinator for approval. Processes re-admission if approved.
- Admits updating candidates, upon receipt of pre-approved teacher updater application.
- Generates and signs admission and readmission letters of above categories.
- Provides copy of re-admission letter to program co-coordinator for registration and practicum insurance purposes.
- Provides unclassified eligibility on Student Information Service Centre (SISC) to former UBC graduates.



- Checks and rolls over eligibility on SISC of diploma students who have been previously admitted and are within their five-year time-frame for completion of diploma requirements.

Provides guidance and direction regarding admissions, registration, course availability, eligibility:

- Interprets and accurately communicates information to domestic and international applicants regarding Faculty of Education and University admission requirements and policies, processing matters, deadlines, registration and refers complex enquiries appropriately.
- Acts as a resource and communicates admissions information to TEO Program co-coordinators, staff and other Faculty of Education Departments.
- Advises Faculty of Education Access and certificate applicants on an individual basis regarding admission registration policies and procedures and refers Infant Development consultant applicants to External Programs & Learning Technologies (EPLT) for information on their undergraduate programs courses and on Bursaries available through the Ministry of Children and Family Development. Works closely with EPLT staff and provides details of admissions from this pool on a case by case basis.
- Initiates requests for Departmental approval for specific Diploma in Education application specializations and provides copy documentation to Departments where required.
- Identifies discrepancies in admission records on SISC and reconciles these.
- Updates SISC admissions system status of applications in progress as documentation received.
- Communicates batch email messages on SISC to selected groups of BEd applicants as required.
- Works alongside Admissions Officers, Admissions Clerk and temporary clerical help to assist with all BEd application processing operations as required during peak processing periods.
- Suggests edit revisions the draft Faculty of Education admissions packages and documentation.

Coordinates Clerical Processing and Maintenance of Faculty of Education application documentation:

- Coordinates and monitors attendance of BEd Biodata readers and oversees biodata collation and records.
- Checks pending BEd files for completeness and matching of advising notes and scans these files to ensure any potentially problematic cases and or files with international students and or international documentation are flagged in readiness for transfer to and evaluation by Admissions Officers.
- Performs searches on SISC to elicit admissions and registration informational progress reports.
- Organizes and maintains teacher updating files
- Monitors BEd files with graduation requirements and certification requirements to ensure these are accurately recorded and updated on data base and followed up as required.
- Locates files for Director and prepares copy documents to fulfill requests forwarded from Dean's Office for documentation under Freedom of Information & Protection of Privacy Act regarding legal matters.
- Processes application fees received by credit card, Interact and cash and initiates deposits as required.
- Prepares requests for cheque requisitions for application fee refunds and university calendars as required.
- Initiates requests to Administrative Manager for journal voucher transfers to from Admission Application fees account as required and prepares and presents supporting documents.
- Coordinates file preparation for archives and culling as required.
- Coordinates timing of temporary staff assignments with Administrative Manager and supervises, trains, evaluates and delegates their work.
- Writes and updates Clerical Admissions procedures manuals to reflect changes and new SISC admissions system procedures.
- Participates in the development and testing of on-line applications and letters and provides feedback for improvements.
- Provides advice to users of on-line application.
- Participates in selection of admissions support staff and provides input for planning of admissions cycle.

General:

- Assists in the logistics, preparation and organization of TEO events such as Awards Night, Faculty and Staff Orientation, meetings, etc.
- Acts as reception relief as necessary - answers in-person and telephone inquiries and provides information to students, faculty, staff and the general public regarding the BEd programs, Admissions and registration requirements and any other information as required.
- Performs other related tasks as required.



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Supervision Received

Works independently. Oral progress reports are required as well as discussion with and direction from Admissions Officers on more complex cases. Receives specific instruction on out of the ordinary procedures and routines from Admissions Officers.

Supervision Given

Supervises and delegates tasks to temporary admission clerical help.

Consequence of Error/Judgement

Sound judgment is required in the following operations: Must select and convey pertinent information from comprehensive admission material, to articulately communicate this in a variety of cases and to recognize complex questions which require re-direction. Miscommunication or inaccurate operations could delay application processing resulting in hardship to an applicant and could result in misinterpretation and Admission appeals. In this highly competitive educational field, applicants who are mishandled may seek admission at another institution and could impact admissions targets. Evaluation of Faculty of Education Access students and first year NITEP students' transfer credits requires a degree of assessment and could impact admissibility of Access students for PDCE courses and course requirements for NITEP students. Decisions regarding timing of clerical operations during admissions cycle such as hiring of temporary admissions clerks, organizing attendance of bio-data readers, must be based on best estimate of volume of applications during a particular year and is a moving target. Communications of concerns must be handled in a timely manners. Poor decisions could delay admissions process and impact targets.

Qualifications

High School graduation and one year post secondary diploma. 4 years related experience or the equivalent combination of education and experience. Computer experience required (Word, Excel required). Knowledge of BEd program and admission requirements and procedures preferred. Knowledge of the UBC SISC and SISC Admissions System is an asset. Effective oral and written communication, interpersonal, customer service and organizational skills. Ability to perform word processing at 50 words per minute and to operate a normal range of office equipment. Ability to use word processing, spreadsheet and database applications at an intermediate level. Ability to prioritize work, multi-task, work under pressure and to meet deadlines. Ability to exercise tact and discretion. Ability to maintain accuracy and attention to detail. Ability to work effectively independently and in a team environment.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18128
Location: Vancouver - Point Grey Campus
Employment Group: Excluded M&P
Job Category: Human Resources
Classification Title: Senior ER Advisor **Business Title:** Senior Employee Relations Advisor
Department: Human Resources
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 1

Job Summary

The University of British Columbia is one of the largest universities in Canada, and one of the largest employers in the province of British Columbia, employing more than 6,000 faculty members and approximately 19,000 support staff (including student employees) spread across more than 10 bargaining units or employee groups. One of the key functions of the Human Resources Department is to be responsible for the negotiation, administration and maintenance of collective agreements, conflict management and dispute resolution, and to provide direction and consultation to client departments in the interpretation of legislation governing employment practices.

Reporting to the Associate Director, Employee Relations and working within the Employee Relations team, this position is responsible for developing labour relations strategies and policies affecting staff at the University; acting as counsel or instructs counsel for the University at arbitration and other hearings; interpreting and administering collective agreements and other agreements and handbooks governing conditions of employment of support staff at the University; providing coaching and advice to the Human Resources Advisors, Human Resources Associates and client departments on all matters relating to labour relations management; and developing working relationships with various union and employee representatives.

Organizational Status

Reports to the Associate Director, Employee Relations. Works closely with other Employee Relations team members. Provides coaching, consultation and advice to the Human Resources Advisors, Human Resources Associates, and client departments. Acts as a liaison with union and employee representatives. Provides work to the Legal Assistant (Law Student) and the Employee Relations Assistant.

Work Performed

Identifies significant issues, conducts research and prepares recommendations and position papers regarding labour relations policies and procedures.

Investigates, researches and analyzes labour relations and employment issues as they relate to individual cases, grievances or collective bargaining preparation.

Acts as counsel or instructs counsel for the University at arbitration and other hearings. Researches case law, past practice,



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assesses impacts exposures, and identifies solutions. Prepares cases by developing strategies, preparing interviewing witnesses and preparing opening and closing statements. Negotiates with union and association representatives to resolve disputes prior to formal hearings where possible.

Drafts and signs Letters or Memorandums of Agreement in settlement of issues. Interprets and administers collective agreements and other agreements governing conditions of employment of employees at the University.

Acts as the University representative in Step 3 grievance meetings. Researches and prepares case in conjunction with the Human Resource Advisor. Presents case on behalf of client Department and attempts to reach settlement of grievance. Attends various informal meetings with union and employee representatives, departmental representatives and employees to resolve disputes or matters.

Provides consultation, coaching and advice to Human Resources Advisors, Human Resources Associates and, where required, client departments on all matters relating to employee relations management and labour and employment law. Provides interpretations of current agreements and policies on more complex employee or labour relation issues. Recommends strategies to support client departments.

Provides direction to Human Resources Advisors and client departments in the interpretation of University policies, procedures, and practices and their application to the work place; and in the interpretation of legislation governing employment practices at the University (e.g. Employment Standards Act, Human Rights Code and Freedom of Information and Protection of Privacy Act).

Provides direction to Human Resources Advisors and client departments engaged in grievance, layoff, termination, or internal placement processes which are particularly complex or which have far reaching legal or financial implications for the University.

Develops effective working relationships with Human Resources Advisors and colleagues and various employee and union representatives.

Creates educational materials and delivers seminars and workshops relating to employee relations.

Maintains current knowledge and awareness of labour and employment law, human resource best practices, labour relations standards and practices and legislative changes to ensure the University's compliance.

Performs other related duties as required.

Supervision Received

Reports to the Associate Director, Employee Relations. Assigned work directly by the Associate Director, Employee Relations or the Director, Advisory Services. Wide latitude for the exercise of independent judgement in problem solution. Performance evaluated in terms of attainment of set objectives.

Supervision Given

Provides work and direction to the Employee Relations Assistant and the Legal Assistant. Provides coaching, advice and guidance to the Human Resources Advisors all matters relating to employee relations.

Consequence of Error/Judgement

Poorly conceived recommendations provided to the members of the University community, the Associate Director, Employee Relations or to Human Resources which may have a negative impact on the development of sound labour relations strategies and policies.

Inadequate preparation or ineffective negotiation during settlement discussions may undermine the University's success in meeting its objective to achieve a satisfactory agreement or result in long term negative consequences and significant financial



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implications.

Inadequate presentation of argument at an arbitration or mediation may jeopardize the University's position and result in the loss of a case and consequently financial burden and loss of reputation for HR.

Failure to provide satisfactory labour relations advisory support to Human Resources Advisors or to provide timely advice to client departments may result in a disruption of operations in client departments. Unsatisfactory advisory support may result in an increase in the frequency of arbitrations and consequently an increase in the financial commitment of client departments.

All of these errors would negatively impact on relations with unions or employees and or contribute to an unfavourable public image of the University.

Qualifications

Undergraduate degree in a relevant discipline. University degree with a specialization in labour relations, or an equivalent combination of education and experience. Postgraduate training in labour and employment law preferred. Minimum of eight to nine years of related experience and at least 3 years of demonstrated management leadership experience or the equivalent combination of education and experience. Experience in labour relations in a complex, unionized environment. Proven track record in hearing and responding to grievances, negotiating settlements, preparing for and presenting at arbitrations and establishing effective relationships with unions and associations. Thorough knowledge of current Human Resource Management practices and specifically those pertaining to employee relations. Thorough knowledge of provincial and federal legislation governing employers' Human Resource practices. Flexible, innovative and creative. Intuitive, confident, self-motivated and able to work independently. Excellent oral and written communication skills. Excellent organizational skills. Excellent analytical and problem solving skills. Ability to take the lead in case management by thoroughly exploring options to support Advisors in meeting their University wide client needs. Ability to influence others. Ability to establish and maintain supportive working relationships with client Departments and partnerships with Advisors and colleagues. Ability to work collaboratively. Ability to develop and implement strategies to meet the needs of departments or units within the University. Ability to establish and maintain effective working relationships with union representatives. Ability to negotiate and to deal with issues involving conflict effectively. Ability to solve complex problems. Ability to work under pressure and to meet deadlines.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18086 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level A **Business Title:** Executive Assistant to the CIO, UBC IT
Department: UBC IT - Administrative Office
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-11 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

Job Summary

The Executive Assistant to the CIO, UBC IT oversees support to the CIO in his daily activities to help him be efficient and effective. This includes management of the CIO's daily schedule of meeting commitments, travel and communication. It also extends to the preparation of departmental related communications, handling of confidential information, analysis of information, and general support to help ensure the objectives and goals of the CIO and the department are met.

The position handles highly confidential and sensitive matters relating to senior university administration and Finances. A clear understanding of the goals of the office of the CIO is essential.

The incumbent may be required to work at an alternate location in support of the CIO, as well as working additional and non-traditional hours.

Organizational Status

Reports to and oversees support to the CIO. Acts as a liaison between the CIO and the President, UBC Board of Governors, the Provost and other University Vice-Presidents, as well as Managing Directors and their personal support staff across all university portfolios, other higher education entities and strategic partners. This also includes the personal assistants of Deans, Department Heads and Directors, Executive Directors, AVPs, and VPs.

Work Performed

- Performs a stewardship role for the overall efficient daily work of the CIO, to ensure his goals and objectives are met. This includes providing input into goal setting objectives and strategies of CIO, analyzing and strategically managing the CIO's personal commitments with the Provincial Government, the President's Office, Board of Governors, Deans' Offices and industry partners exercising judgment as to the best use of the CIO's time, based on current priorities within the Portfolio.
- Responsible for the overall management - including development, delivery, and implementation of special projects as entrusted to the CIO by the Offices of the VP Academic and the VP Finance, Resources & Operations. Project reports will be presented to the CIO and other senior leadership.
- Provides author editor and creative assistance in the preparation of the CIO's communications, correspondence, presentations,. Communications include: Senior UBC Administrative staff, President's Office, VP Academic and VP Finance, Resources & Operations, Board of Governors, and various UBC and UBC IT Committees.
- Acts as the primary contact person for the CIO for information and inquiries; this requires a detailed understanding of the



structure of the portfolio and the functioning, nature and scope of the units within the portfolio. Communicates on behalf of the CIO as directed.

- Oversees the CIO's professional time, including reviewing protocol for scheduled events and arranging complex travel, may accompany the CIO to meetings and events.
- Oversees executive-level administrative support to the CIO.
- Develops and maintains an active network of internal and external contacts, and promotes the initiatives of UBC IT, as appropriate.
- Researches, prioritizes and determines the appropriate course of action, referral, or response on a variety of complex matters.
- Will provide mentoring and act as a knowledge base and point of contact for other Executive Assistant team.
- Performs other related duties as required by the CIO.

Supervision Received

This position works independently under the direction of the CIO. May receive direction from the VP FRO's Office, the VP Academic's Office and UBC IT SMT members.

Supervision Given

May oversee and direct the work of employees in lower classification as it relates to the CIO.

Consequence of Error/Judgement

This position requires judgment, tact, discretion and initiative to an outstanding degree. Errors in judgment with internal or external constituents could have negative impact on the CIO's work and reputation, on the University resulting in legal suits, poor public relations, financial costs, loss of credibility. Work must often meet tight deadlines and requires the incumbent to perform well under extreme pressure. The incumbent will be expected to respond well to unexpected circumstances and exercise independent judgment and flexibility. The incumbent must demonstrate exceptional public relations and interpersonal skills in dealing with government, high profile members and senior administration of the university community. Inappropriate or errant communications of sensitive issues could have a serious impact on operations and have legal implications.

Exercises judgment and initiative in handling matters of a non-routine nature requiring the interpretation of University and Faculty guidelines, procedures and policies. Expected to exercise judgment in establishing priorities and carrying tasks through to completion in a timely manner. Reviews working procedures and implements changes where deemed appropriate.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Proven administrative experience in a large and complex organization.

A minimum of 3 years administrative and management experience working at a senior executive level is preferred. 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.

Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required. Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.



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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. Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks. Ability to explain, assign, and monitor work. Ability to manage staff performance by establishing standards and goals, evaluating performance, providing feedback, and taking corrective action. Ability to develop and monitor budgets. Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources. Ability to effectively manage multiple tasks and priorities.

Knowledge of University policies, procedures, governance and administrative systems preferred. Pro-active and cognizant of conflicting priorities with the ability to advise and direct resolutions.

Demonstrated ability and experience to work effectively with representatives from both the public and private sectors.

Ability to maintain accuracy and attention to detail.

Ability to exercise judgment, tact, discretion and diplomacy.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



equity in the workplace.

- Responsible for evaluating UBC IT administrative processes and policies and develops strategies for process improvement and innovative programs relating to efficiency, standardization, and enhancing safety and equity in the workplace; presenting recommendations to the Senior Management Team and implementing as appropriate.
- Provides author editor and creative assistance in the preparation of Office of the CIO and UBC IT Senior Management Team related communications, correspondence, presentations, financial and budget reports and spreadsheets. Communications include: Senior UBC Administrative staff, President's Office, VP Academic and VP Finance, Resources & Operations, Board of Governors, and various UBC and UBC IT Committees.
- Acts as the primary contact person for Office of the CIO for information and inquiries; this requires a detailed understanding of the structure of the portfolio and the functioning, nature and scope of the units within the portfolio.
- Researches, prioritizes and determines the appropriate course of action, referral, or response on a variety of complex matters-
- Manages the coordination of all large events organised in the department, this includes: SMT weekly meetings, retreats, and UBC O site visits, Executive meetings, monthly Managers Meetings, semi-annual Leadership meetings, quarterly Staff Town Hall meetings and all other Portfolio or Committee meetings. Using the incumbent's knowledge of policies, procedures and best practices, the incumbent will propose agendas, track action items and ensure actions are completed, and manage the scheduling and logistical arrangements.
- Maintains and updates bulletin board and email distribution lists.
- Performs other related duties as required by the CIO.

Facilities & Space Management:

- Responsible for current and planned maintenance programs being carried out within the facilities to ensure smooth operations without conflicts and are carried out in such a manner they will not interfere or cause disruption to projects or meetings.
- Manages all UBC IT buildings facilities; oversees coordinating renovation and maintenance schedules; coordinating emergency repairs; communicating building issues to all UBC-IT staff and affected parties; monitoring and resolving issues as they arise.
- Participates in the Space Planning Committee and maintains UBC IT Office Space Guidelines.
- Overseas the coordination of departmental office space work area moves (includes requests for labour from UBC Building Operations; and ensures the desktop team is scheduled for phone and computer moves).
- Overseas the processing of requests for office furniture and supplies, this includes: monitoring inventory, placing orders, and reconciling invoices.
- Acts as UBC-IT's representative to UBC Building Operations' Area Manager, this includes: being a member of the committee in, discussing facilities concerns and various issues or projects to problem solve.

Finance:

- Coordinates and reconciles the budget for the Office of the CIO, including salaries, supplies, facilities, and equipment; forecast budgets and reconciles variances;, providing reporting to inform operational and strategic planning.

Human Resources:

- Manages HR responsibilities for the Executive Administrative team and the department Facilities Coordinator; recruits and manages staff (including recruitment, training, supervision, performance evaluation, attendance management, discipline, and termination). Establishes and maintains performance standards by setting goals, evaluating performance and providing feedback. Ensures compliance with collective agreements.
- Manages recruitment activities and decision-making process relating to recruitment of senior management and consultants.
- Assists with employee engagement activities.

Supervision Received

This position works independently under the direction of the Deputy CIO, Vancouver. May receive direction from the VP FRO's Office, the VP Academic's Office and UBC IT SMT members.



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Supervision Given

Manages support staff in the UBC IT Executive Assistant Team and the Facilities Coordinator, including recruitment, training, performance evaluation, attendance management, discipline, and termination.

Consequence of Error/Judgement

This position requires judgment, tact, discretion and initiative to an outstanding degree. Errors in judgment with internal or external constituents could have negative impact on the CIO's Office and the University resulting in legal suits, poor public relations, financial costs, loss of credibility. Work must often meet tight deadlines and requires the incumbent to perform well under extreme pressure. The incumbent will be expected to respond well to unexpected circumstances and exercise independent judgment and flexibility. The incumbent must demonstrate exceptional public relations and interpersonal skills in dealing with government, high profile members and senior administration of the university community. Inappropriate or errant communications of sensitive issues could have a serious impact on operations and have legal implications.

Exercises judgment and initiative in handling matters of a non-routine nature requiring the interpretation of University and Faculty guidelines, procedures and policies. Expected to exercise judgment in establishing priorities and carrying tasks through to completion in a timely manner. Reviews working procedures and implements changes where deemed appropriate.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Proven administrative experience in a large and complex organization.

A minimum of 3 years administrative and management experience working at a senior executive level is preferred. 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. Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance. Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required. Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions. 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. Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks. Ability to explain, assign, and monitor work. Ability to manage staff performance by establishing standards and goals, evaluating performance, providing feedback, and taking corrective action. Ability to develop and monitor budgets. Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources. Ability to effectively manage multiple tasks and priorities.

Knowledge of University policies, procedures, governance and administrative systems preferred. Pro-active and cognizant of conflicting priorities with the ability to advise and direct resolutions.

Demonstrated ability and experience to work effectively with representatives from both the public and private sectors.



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Ability to maintain accuracy and attention to detail.

Ability to exercise judgment, tact, discretion and diplomacy.

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Job Posting

Job ID: 18130
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level G3 **Business Title:** Executive Director, Operational Strategies
Department: Fac Med Financial Services
Salary: \$117,575.00 - \$146,970.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-06-02 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-05 **Available Openings:** 1

Job Summary

As a member of the Dean's Executive Team, the Executive Director, Operational Strategies provides strategic leadership, vision and direction in the areas of finance, administration, IT, and facilities development and utilization of the Faculty. This includes recommending policies, implementing change and working with the Dean and other members of the Executive, to ensure the necessary resources are allocated to support planning, funding, and implementation of appropriate systems and processes required by the Faculty to fulfill its academic mandate. The role provides direction in the allocation of resources to Faculty operations, aligned with the Strategic Directions document guiding the Faculty. This position is expected to cultivate and foster strategic relationships with key individuals and stakeholders, throughout the Faculty, UBC, partner Universities, provincial Health Authorities and other relevant institutions, funding agencies and various ministries within the provincial and federal governments, to achieve improved collaboration and a more coordinated approach.

The Faculty's financial clusters report jointly to this role and the UBC Comptroller through the Senior Director, Finance. This role is integral to ensuring effective financial services are being provided to the Faculty of Medicine (FoM) units while maintaining the ongoing focus on the academic mission and the unique relationships the Faculty has with our health authority partners and government.

Organizational Status

The largest of the 12 faculties at the University, the Faculty of Medicine is composed of 19 academic basic science and or clinical departments, 2 schools and a number of research centres and institutes. The Faculty has approximately 1800 administrative and research support staff and managers, over 700 full-time Faculty, and over 5000 clinical faculty. Together with its partners including BC's six Health Authorities and their affiliated teaching hospitals, the Faculty provides innovative programs in the areas of health and life sciences through a province-wide delivery model with learners, faculty and staff located throughout British Columbia.

Reports to the Dean, Faculty of Medicine. Works closely with and collaborates all other members of the Dean's Executive and their leadership teams and with Department Heads, School Directors and Senior Administration.

Work Performed

Strategic Leadership



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Provide leadership in the development and implementation of resource allocation plans, strategic business and operational plans, new initiatives, and policies, procedures and processes across the Faculty that reflect the strategic plan and mission of the Faculty.

- Provide leadership, support and direction to administrative leaders in all units of the Faculty to ensure an effective and efficient allocation and use of resources to support the administrative activities and infrastructure required to achieve the mandate and strategic priorities of the Faculty.

- Lead the development of Faculty wide and Dean's Office unit specific strategic plans, policies, and continuous improvement recommendations related to financial affairs, administration, IT, and facilities development and utilization. Coordinate the priorities of the areas to best achieve the operational strategies of the Faculty.

- Build strong and effective working relationships with University administration, all levels of government, government agencies, health authorities, provincial and national groups in the health professions and associated agencies.

- Oversee development and production of all relevant business operational data, projections, and forecasts that are required to support FoM's strategic planning process.

Work with the Office of the UBC Vice President, Finance, Resources and Operations to ensure the Faculty's strategic priorities and processes align with UBC. Represents the Faculty's interests in negotiations concerning financial management and resources allocations.

Financial Affairs

Ensure the overall effective stewardship of the financial resources of the Faculty and alignment of those resources with the academic mission.

- Frame discussions on Faculty-wide strategic budget allocation processes and decisions to ensure best outcomes are achieved. Engage Senior Leadership in budgetary discussions throughout the Faculty to ensure key concerns are addressed.

- Facilitates the creation and implementation of a sustainable budget framework for the Faculty and each of its units.

- Work with the Dean and other members of the Executive to establish the necessary relationships with key stakeholders to secure adequate funding for the Faculty.

- Work with government agencies to ensure funding requirements are met and ensure systems are developed to support reporting requirements and accounting structure needs.

- Ensure that provincial legislation and regulations relating to financial issues and University Hospital Health Authority Faculty and external agency or government financial policies and procedures are respected.

- Directs the development of proposals related to budgetary controls, restructuring and or consolidation of functions to support decision making related to budget constraints.

- Provides oversight to the continuous development of Faculty processes for the production of financial projections, forecasts, policies, and systems for developing budget, statistical, variance, and financial reports, as required.

- Based on high level strategies, forecast and identify major financial project needs, direct the identification and analysis of options, and recommend courses of action.

- Direct the development of budgets, funding allocation options, and other financial plans and projections for consideration by the FoM Finance Committee, the Distributed Project Planning Committee (DPPC), and others as required.

- Ensure a strong partnership with the Comptroller, Finance Leadership Office and the Department of Financial Services.

Administration

Provide leadership, direction and oversight of key administrative policies and procedures.

- Oversee the development, implementation, monitoring, and continuous improvement of administrative policies of the Faculty. Ensures appropriate consultative processes to achieve buy-in from key stakeholders on new initiatives.

- Ensure that all Faculty and University administrative systems are in place and are operating effectively and efficiently to meet the Faculty's goals and objectives.

- Provide strategic counsel and advice to the Dean, Department Heads, and Administrators on major administrative issues, including interpretation of key documents and review of major contracts and agreements.



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- Work collaboratively with Executive Director, Faculty Affairs to ensure that the organizational structure, appropriate staff, and necessary resources are in place, and that administrative staff are given the continuing direction, guidance, and development to contribute effectively to the Faculty's strategic objectives and desired outcomes.
- Responsible for guiding the development of recommendations and successfully implementing changes in the Faculty's administrative and business processes.
- Negotiate and monitor affiliation agreements with academic institutions and health authorities, in concert with Executive Associate Dean, Clinical.
- Negotiate and authorize agreements with service providers on behalf of the Faculty in key areas of responsibility.
- Lead major administrative development projects, as appropriate.
- Work collaboratively with Director, Academic Portfolio Initiatives in the VP Academic and Provost Office.

Information Technology

In collaboration with the Chief Information Officer, UBC IT, set overall strategic direction and provide coordinated leadership in the development, implementation, and management of information systems and educational technology.

- Ensure all Faculty and University administrative systems are in place and operating effectively and efficiently to meet the Faculty's goals and objectives and support departments in carrying out the academic mission of the Faculty.
- Facilitate the creation and implementation of information technology strategies for improved academic and administrative delivery in concert with Faculty executive, government ministries, university administration, health authorities, and individual hospitals and other clinical sites.
- Facilitate processes for ensuring stakeholder input in the development and implementation IT plans and related endorsement of decisions.
- Provide leadership and oversight on major IT projects.
- Provide leadership on various internal and external committees (Faculty, universities, and health authorities) charged with the development of IT solutions for building academic and administrative capacity, ensuring the Faculty's needs are understood.

Facility Development & Utilization

Provide overall leadership and guidance in the development and utilization of physical space to enable effective research, education, and administration.

- Facilitate the creation and implementation of strategies for academic space development, acquisition, funding, and administration in concert with Faculty executive, government ministries, University administration, health authorities, and individual hospitals and other clinical sites across the Province.
- Oversee implementation of processes for determining academic space acquisition and utilization plans and related endorsement of decisions.
- Provide strategic leadership on major facility development projects.
 - Advise Ministry of Health, health authorities, and UBC administration of recommended construction projects.
 - Negotiate, maintain, and update health authorities' memoranda regarding academic space with affiliated institutions in concert with the Exec. Assoc. Dean, Clinical Affairs.
 - Maintains effective partnership with UBC Building Operations Facility Management, health authority and off site Facility Management Teams and Facility Management Teams for partner University sites.

Other
Committees (Member)

Supervision Received

The Executive Director, Operational Strategies works independently and with delegated authority under broad directives from the Dean as his/her representative.



The University of British Columbia

Staff Job Postings

Supervision Given

- Director, Space Planning and Facilities Management
- Director, IT Operations
- Director, Technology Enabled Learning
- Senior Director, Finance
- Executive Assistant

-Sets broad direction and has indirect management responsibility for departmental senior administrative staff.

Consequence of Error/Judgement

As a key player in the Faculty's strategic and leadership team and operating with a high degree of independence and responsibility, the Executive Director, Operational Strategies must exercise superior judgment at all times. Errors could result in significant concerns regarding the liability, credibility and integrity of the Faculty and University and partners including, health authorities, government ministries and hospitals. These relationships are key to the success of the Faculty and the incumbent must understand the collaborative nature of these relationships and their importance in our ability to help navigate and manage effectively in an extraordinarily complex environment. Given the extremely sensitive nature of many of the areas of activity, even small errors in judgement or inadvertent omission have the potential to cause great harm. The incumbent must work independently and largely outside of defined terms of reference and draw from knowledge of University and Faculty of Medicine policies and practices in recommending courses of action.

Qualifications

Masters degree in a relevant discipline. . Minimum of ten years experience with more than five years in a related senior financial role or the equivalent combination of education and experience.

Experience in a university environment and or public sector. Knowledge of the governance, systems and decision making processes at the University is an asset. Ability to develop and implement strategic business plans. Demonstrated ability to manage teams of people and deliver results. Ability to establish and build effective, collaborative, trusting working relationships and establish credibility and influence with senior leadership within various organizations. Ability to contribute strategically, creatively, resourcefully and effectively within a strong leadership team. Demonstrated ability to relate to a diverse group of individuals and positions and to facilitate group consensus. Effective negotiation, conflict resolution and mediation skills. Exercises judgment when taking risks. Ability to draw on a breadth of business knowledge and depth of expertise as required to understand implications of various initiatives. Ability to lead change by creating a vision and taking appropriate action to ensure acceptance and support. Capacity to see beyond the immediate problem when directing multiple strategic initiatives. Ability to "read" situations and lead by influence. Ability to balance detail analytical skills with the need for strategic philosophical direction. Demonstrated success in analyzing and effectively resolving issues outside of existing procedures. Effective self-manager; ability to plan and organize a heavy and diverse workload. Solid judgment, particularly when dealing with confidential and sensitive information. Extensive skill set and understanding of multiple business models and budgeting processes is required. Ability to interpret financial data at a high level and to present findings developed from a compilation of complex and possibly disparate financial data is desired. Knowledge in financial and records management systems and in spreadsheet analysis methods. Excellent oral and written communication and presentation skills.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18147
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level A **Business Title:** Support Analyst I
Department: Center for Teachng,Learnng&Tech
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01
Job End Date: 2015-04-30
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-30 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Support Analyst provides technical service support in the use of software, hardware, network systems and various related end-user devices.

Organizational Status

- The Centre for Teaching, Learning & Technology is a centrally positioned unit, providing support to the UBC teaching and learning community. Technical staff in this unit provide pilot to enterprise level applications, are expected to be innovative and agile, and deploy self-developed, community developed or vendor supplied software.
- Reports to the Program Administrator - Production, Web Design & Learner Support.
- Works closely with instructional designers, web programmers and UBC IT Learning Applications support.

Work Performed

Specific Duties:

Provides first level technical support to faculty, staff and students by analyzing, troubleshooting, diagnosing and applying appropriate solutions to restore end-users and customer issues.

Provides programming support to courses in the Learning Management System.

Advises appropriate personnel on technology improvements required; troubleshoots applications; debugs software; modifies existing code if required.

Communicates effective practices; develops documentation.

Core Duties:

Provides advice on information technology improvements, services, policies and procedures.



The University of British Columbia

Staff Job Postings

Designs basic record and report formats.

Develops training materials and provides training for users in use and configuration of software, hardware, network systems and peripheral equipment

Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.

Performs preventive maintenance tasks, troubleshoots and repairs on a variety of computer systems and peripheral equipment.

Deploys new hardware, software, networking and security updates.

Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.

Modifies and debugs existing software application modules using disciplined software development processes, quality standards and procedures.

Prepares and maintains documentation in accordance with prescribed standards.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

Supervision Received

Works under supervision and receives detailed instructions on assignments. Work reviewed in terms of completeness, accuracy and timeliness.

Supervision Given

None

Consequence of Error/Judgement

Makes decisions regarding to technical support through application of well-established principles.

Errors in judgment result in significant impact on many different levels at the University ranging from faculty members to the various departments. There may be serious repercussions of any errors to the reputation of faculty members, Centre for Teaching, Learning and Technology and the University.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of one year experience or the equivalent combination of education and experience. Experience in the design, development and application of production systems. Experience in providing user support, training, writing documentation and troubleshooting.

Effective oral and written communication, interpersonal, analytical, problem-solving and organizational skills.

Ability to work both independently and within a team environment.

Ability to prioritize and work effectively under pressure to meet deadlines.



The University of British Columbia

Staff Job Postings

Ability to maintain accuracy and attention to detail.

Ability to learn new software.

Good teamwork skills

Ability to work well with personnel at all levels of the organization.

Demonstrated ability to explain complex concepts in layman's language.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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 - 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.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge - Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18161
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level A **Business Title:** Support Analyst I
Department: UBC IT - Comunctn&ColbartnTech
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-19
Job End Date: 2015-01-31
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

Job Summary

The Support Analyst I provides technical advice and support in use, configuration and selection of software, hardware and network systems and various end user devices. As a member of UBC IT Communication and Collaboration Technologies, provides support to UBC IT customers and end-users by providing technical support and resolving functional performance problems.

Organizational Status

Reports to the Service and Solutions Manager, Communication and Collaboration Technologies. Will at times work directly under a more senior team member or Project Manager. Interacts directly with other University technology professionals, with faculty and staff, and with UBC customers and end-users for the provisioning and support of UBC IT products and services.

Work Performed

Specific Duties

- Provides first level technical support to end-users customers of UBC IT by analyzing, and applying appropriate solutions to address and resolve end-user and customer needs.
- Responsibilities will include accepting automation requests from the service owner and end-users analyzing user requirements.
- Design and apply a solution that addresses issues and user needs.
- Acts as a contact for customer requests for Communication and Collaboration Technologies products and services.
- Regularly oversees customer service processes for provisioning new services and routing requests for service appropriately.
- Able to respond to requests and incidents according to Service Level Agreements and customer expectations.
- Participates in analysis, scheduling and implementing application and or supporting middleware changes upgrades functionality improvements.

Core Duties

- Provides advice on information technology improvements, services, policies and procedures.
- Designs basic record and report formats.
- Develops training materials and provides training for users in use and configuration of software, hardware, network systems and peripheral equipment
- Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.



The University of British Columbia

Staff Job Postings

Performs preventive maintenance tasks, troubleshoots and repairs on a variety of computer systems and peripheral equipment.

Deploys new hardware, software, networking and security updates.

Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.

Modifies and debugs existing software application modules using disciplined software development processes, quality standards and procedures.

Prepares and maintains documentation in accordance with prescribed standards.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

Supervision Received

Reports to the Manager, Service and Solutions, Communication and Collaboration Technologies. Receives general supervision and is expected to demonstrate initiative and operate with a minimum of supervision within areas of commodity enterprise proficiency (e.g. Microsoft based enterprise technology for a small to medium segment of campus users)

Supervision Given

No supervision is given.

Consequence of Error/Judgement

This position is expected to perform at senior level of technical proficiency providing enterprise IT services to UBC customers and end users. Consequences of error could translate to prolonged downtimes of mission critical applications at the individual, departmental or workgroup level.

Similarly, impact of decisions would affect the quality of service to customers and end users thereby possibly incurring additional operating costs, violating legal and other regulatory requirements, and or negatively impacting the public's perception of UBC.

Qualifications

Undergraduate degree in a relevant discipline. Bachelor's degree in computer science, or other relevant discipline. Minimum of one year experience or the equivalent combination of education and experience. Experience working with collaboration technologies, networks, desktop software operating systems, email and other end user technologies is an asset. - Proficiency with standard desktop, laptop and hand-held operating systems is preferred

- Excellent analytical skills
- Excellent customer service skills
- Knowledge of standard office productivity tools such as email, web browsers, word processing etc.
- Familiarity with Sharepoint is an asset.
- Knowledge of wired and wireless technologies
- Knowledge of collaboration tools
- Ability to communicate effectively (both oral and written) and impart information to audiences of mixed technical levels.

Collaboration

Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communicating for Results

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

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

Accountability

Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking

Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge

Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18160
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level A **Business Title:** Support Analyst I
Department: UBC IT - Service Centre
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Support Analyst I provides Tier 1 technical advice and support in use, configuration and selection of software, hardware and network systems and various end user devices.

May be required to work night shifts and or shift rotations, provide after regular business hours support as necessary as well as respond to pager and or cellular phone during regular business hours.

Organizational Status

The IT Service Centre is a Tier 1 support unit, handling all requests and incidents for user-related issues within UBC IT by providing advice, guidance and the rapid restoration of service.

This position reports to the IT Service Centre Team Leads on a project by project basis. May receive instruction from a more experienced Support Analyst II or Project Manager. Interacts directly with students, faculty and staff as well as other University technology professionals, UBC customers and end-users. Will be required to provide support outside of business hours in situations requiring an urgent response.

Work Performed

Specific Duties:

- Provides first level technical support to end-users customers of UBC IT by analyzing, troubleshooting, diagnosing and applying appropriate solutions to restore end-users and customer issues.
 - Offers assistance to customers end-users requesting UBC IT products and services including network access, authentication systems, software and operating systems, desktop service as defined by the UBC IT Service Catalogue.
 - Monitors networks and infrastructure systems and evaluate incidents, resolving or escalating where appropriate.
 - Ensures that IT Service Centre acceptance criteria are met for incoming new applications services upgrades.

Core Duties

- Provides advice on information technology improvements, services, policies and procedures.
- Designs basic record and report formats.



The University of British Columbia

Staff Job Postings

- Develops training materials and provides training for users in use and configuration of software, hardware, network systems and peripheral equipment
- Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.
- Performs preventive maintenance tasks, troubleshoots and repairs on a variety of computer systems and peripheral equipment.
- Deploys new hardware, software, networking and security updates.
- Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.
- Modifies and debugs existing software application modules using disciplined software development processes, quality standards and procedures.
- Prepares and maintains documentation in accordance with prescribed standards.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

The position reports to the Team Lead, IT Service Centre, UBC IT. Receives general supervision and is expected to demonstrate initiative and operate with minimum supervision within areas of commodity enterprise proficiency.

May receive general technical guidance and direction from more experienced Support Analysts II within areas of core campus enterprise based applications and systems.

Supervision Given

No supervision is given.

Consequence of Error/Judgement

The incumbent is expected to have an understanding of the provision of enterprise IT services to UBC customers and end users. Consequences of error could translate to prolonged downtimes of mission critical applications at the individual, departmental or workgroup level.

Impact of decisions would affect the quality of service to customers and end users thereby possibly incurring additional operating costs, violating legal and other regulatory requirements, and or negatively impacting UBC's reputation.

Qualifications

Undergraduate degree in a relevant discipline. ITIL certification (minimum basic level) is an asset.

A minimum of one year of experience working with enterprise level networks, desktop software operating systems, email and other end user technologies. Minimum of one year experience or the equivalent combination of education and experience.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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.



The University of British Columbia

Staff Job Postings

Problem Solving - 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.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge - Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18164
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level A **Business Title:** Support Analyst I
Department: Center for Teachng,Learnng&Tech
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-05
Job End Date: 2015-05-04 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Support Analyst provides technical service support in the use of software, hardware, network systems and various related end-user devices.

Organizational Status

- The Centre for Teaching, Learning & Technology is a centrally positioned unit, providing support to the UBC teaching and learning community. Technical staff in this unit provide pilot to enterprise level applications, are expected to be innovative and agile, and deploy self-developed, community developed or vendor supplied software.
- Reports to the Program Administrator - Production, Web Design & Learner Support.
- Works closely with instructional designers, web programmers and UBC IT Learning Applications support.

Work Performed

Specific Duties:

Provides first level technical support to faculty, staff and students by analyzing, troubleshooting, diagnosing and applying appropriate solutions to restore end-users and customer issues.

Provides programming support to courses in the Learning Management System.

Advises appropriate personnel on technology improvements required; troubleshoots applications; debugs software; modifies existing code if required.

Communicates effective practices; develops documentation.

Core Duties:

Provides advice on information technology improvements, services, policies and procedures.



The University of British Columbia

Staff Job Postings

Designs basic record and report formats.

Develops training materials and provides training for users in use and configuration of software, hardware, network systems and peripheral equipment

Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.

Performs preventive maintenance tasks, troubleshoots and repairs on a variety of computer systems and peripheral equipment.

Deploys new hardware, software, networking and security updates.

Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.

Modifies and debugs existing software application modules using disciplined software development processes, quality standards and procedures.

Prepares and maintains documentation in accordance with prescribed standards.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

Supervision Received

Works under supervision and receives detailed instructions on assignments. Work reviewed in terms of completeness, accuracy and timeliness.

Supervision Given

None

Consequence of Error/Judgement

Makes decisions regarding to technical support through application of well-established principles.

Errors in judgment result in significant impact on many different levels at the University ranging from faculty members to the various departments. There may be serious repercussions of any errors to the reputation of faculty members, Centre for Teaching, Learning and Technology and the University.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of one year experience or the equivalent combination of education and experience. Experience in the design, development and application of production systems. Experience in providing user support, training, writing documentation and troubleshooting.

Effective oral and written communication, interpersonal, analytical, problem-solving and organizational skills.

Ability to work both independently and within a team environment.

Ability to prioritize and work effectively under pressure to meet deadlines.



The University of British Columbia

Staff Job Postings

Ability to maintain accuracy and attention to detail.

Ability to learn new software.

Good teamwork skills

Ability to work well with personnel at all levels of the organization.

Demonstrated ability to explain complex concepts in layman's language.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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 - 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.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge - Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

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Job Posting

Job ID: 18162
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level A **Business Title:** Support Analyst I
Department: UBC IT - Comunctn&ColbartnTech
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-19
Job End Date: 2015-01-31
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

Job Summary

The Support Analyst I provides technical advice and support in use, configuration and selection of software, hardware and network systems and various end user devices. As a member of UBC IT Communication and Collaboration Technologies, provides support to UBC IT customers and end-users by providing technical support and resolving functional performance problems.

Organizational Status

Reports to the Service and Solutions Manager, Communication and Collaboration Technologies. Will at times work directly under a more senior team member or Project Manager. Interacts directly with other University technology professionals, with faculty and staff, and with UBC customers and end-users for the provisioning and support of UBC IT products and services.

Work Performed

Specific Duties

- Provides first level technical support to end-users customers of UBC IT by analyzing, and applying appropriate solutions to address and resolve end-user and customer needs.
- Responsibilities will include accepting automation requests from the service owner and end-users analyzing user requirements.
- Design and apply a solution that addresses issues and user needs.
- Acts as a contact for customer requests for Communication and Collaboration Technologies products and services.
- Regularly oversees customer service processes for provisioning new services and routing requests for service appropriately.
- Able to respond to requests and incidents according to Service Level Agreements and customer expectations.
- Participates in analysis, scheduling and implementing application and or supporting middleware changes upgrades functionality improvements.

Core Duties

- Provides advice on information technology improvements, services, policies and procedures.
- Designs basic record and report formats.
- Develops training materials and provides training for users in use and configuration of software, hardware, network systems and peripheral equipment
- Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.



The University of British Columbia

Staff Job Postings

Performs preventive maintenance tasks, troubleshoots and repairs on a variety of computer systems and peripheral equipment.

Deploys new hardware, software, networking and security updates.

Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.

Modifies and debugs existing software application modules using disciplined software development processes, quality standards and procedures.

Prepares and maintains documentation in accordance with prescribed standards.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

Supervision Received

Reports to the Manager, Service and Solutions, Communication and Collaboration Technologies. Receives general supervision and is expected to demonstrate initiative and operate with a minimum of supervision within areas of commodity enterprise proficiency (e.g. Microsoft based enterprise technology for a small to medium segment of campus users)

Supervision Given

No supervision is given.

Consequence of Error/Judgement

This position is expected to perform at senior level of technical proficiency providing enterprise IT services to UBC customers and end users. Consequences of error could translate to prolonged downtimes of mission critical applications at the individual, departmental or workgroup level.

Similarly, impact of decisions would affect the quality of service to customers and end users thereby possibly incurring additional operating costs, violating legal and other regulatory requirements, and or negatively impacting the public's perception of UBC.

Qualifications

Undergraduate degree in a relevant discipline. Bachelor's degree in computer science, or other relevant discipline. Minimum of one year experience or the equivalent combination of education and experience. Experience working with collaboration technologies, networks, desktop software operating systems, email and other end user technologies is an asset. - Proficiency with standard desktop, laptop and hand-held operating systems is preferred

- Excellent analytical skills
- Excellent customer service skills
- Knowledge of standard office productivity tools such as email, web browsers, word processing etc.
- Familiarity with Sharepoint is an asset.
- Knowledge of wired and wireless technologies
- Knowledge of collaboration tools
- Ability to communicate effectively (both oral and written) and impart information to audiences of mixed technical levels.

Collaboration

Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communicating for Results

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



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context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving

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

Accountability

Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking

Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge

Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18177
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level B **Business Title:** Business Analyst I
Department: UBC IT - Enterprise Architectr
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25
Job End Date: 2016-04-30 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

This role is ideal for an experienced IT Help Desk Analyst or Operator that enjoys interacting with customers and fellow IT colleagues, this role will focus on the adoption and use of our ITIL processes and tools by reviewing metrics trends to identify gaps or opportunities for improvement, by meeting with teams to gather feedback and coach on the practice and by running formal training programs for individuals and teams.

Job Summary

The Business Analyst I consults with users to carry out business process assessments in an effort to align business initiatives with information technology solutions. As a member of UBC IT, the Business Analyst I will work in the areas of requirements definition, business process analysis and design, functional design, configuration, implementation, testing, training and documentation to deliver solutions to the UBC community. Majority of work will be performed in a formal project team. The Business Analyst I will progressively receive more complex assignments as he she develops his her skills in business analysis.

Organizational Status

- The Business Analyst I reports to an assigned Program Manager or Program Manager in UBC IT - Enterprise Architecture unit.
- Strategic direction is provided by the Business Manager and Director.
- Day-to-day direction is given by a Project or Program Manager on assigned projects.
- Works daily with a project team typically made up of a project manager, developers, functional experts, and other project specialists.
- Works closely with a broad range of stakeholders, including management and staff of UBC IT, clients from administrative and academic units, and external entities including vendors, regulatory agencies, and partner institutions.

Work Performed

Specific Duties:

- Project assignment will range from smaller less complex projects to which the Business Analyst I is the only business analyst to larger, more complex projects to which the Business Analyst I typically works alongside more experienced business analysts. Project assignments include but not limited to work on enterprise systems such as the Student Information System (SIS), HR, Finance, Identity and Access Management (IAM), Learning Management (LMS), UBC e-Payment, Email, and Networks (wireless, telephony, Internet, etc).
- Project types include but not limited to software development, Enterprise resource planning (ERP) and various commercial-off-the-shelf (COTS) implementations, infrastructure transformation, Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM), Business Process Improvement (BPI) Business Process Reengineering (BPR), vendor



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analysis & selection.

- Guided by project managers, managers, more experienced business analysts, or architects, ensures solutions are consistent with the overall technical and business architecture of the university and complies with UBC IT and university policies, as well as governmental legislation and other external entities' compliancy requirements on security, privacy, and accessibility.
- Analyses the impacts of proposed changes to technology services and or processes for UBC IT and other UBC departments.
- May perform data analysis and data modeling as required.
- Acquire working knowledge of the university's technical and business environment. Have a high-level overview of the services delivered by UBC IT.
- Build and maintain good working relationships with project teams, business analyst peers, UBC IT colleagues, and client stakeholders.

Core Duties:

- Consults with users to carry out business process assessments utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities.
- Documents business requirements and the definition of business rules.
- Prepares functional, system and program specifications.
- Develops test cases and validates test results during user acceptance testing and system acceptance testing stages. Typically performs functional testing.
- Investigates, resolves and or escalates problems.
- May provide input to project status reports.
- Participates in the assessment of new technology to support business goals.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the general direction and receives daily direction from of an assigned Program Manager or Program Manager in UBC IT - Applications Development unit. Must be able to work independently as well as contribute actively and collaborate openly as a team member.

Supervision Given

May provide mentoring and coaching to new or less experienced business analysts, as well as provide leadership and education to other staff in the Project Management Office on demonstrated areas of expertise.

Consequence of Error/Judgement

UBC IT provides enterprise technology solutions to the university community. Decisions and actions taken by the Business Analyst general, provides mentoring and coaching to new or less experienced business analysts, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise work of other business analysts or UBC IT staff on a project. Errors in judgment, poor analysis, or failure to act decisively could have a detrimental effect and adversely impact the university community, affecting up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Unreliable systems or failure to meet contractual obligations for performance and availability will damage the reputation of UBC IT and UBC.

Qualifications

Undergraduate degree in a relevant discipline. Professional development in business analysis and related disciplines is an asset. Minimum of two years experience or the equivalent combination of education and experience. Experience in at least one of the following is an asset: IT, service help desk, project management, higher education.



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Ability to effectively facilitate groups to achieve appropriate outcome.

Knowledge of project management, quality assurance, change management disciplines and best practices; and development methodologies.

Knowledge and continuous learning of business analysis discipline and best practices.

Experience in producing two or more of the following: BRDs, use cases, user scenarios, user stories, BPMs. Knowledge of BPMN.

Knowledge of data analysis and data modeling (conceptual, logical).

Knowledge of business process re-engineering improvement.

Has understanding of key trends and players in the IT industry and higher-education sector.

Good organizational, planning, and prioritization skills. Able to multi-task and deliver multiple assignments in a fast-paced and changing environment.

Demonstrates the willingness, ability, and enthusiasm to learn new processes, methodologies or technologies.

Collaboration - Takes initiative to actively participate in team interactions. Without waiting to be asked, constructively expresses own point of view or concerns, even when it may be unpopular. Ensures that the limited time available for collaboration adds significant customer value and business results.

Communication for Results - Converses with, and writes to, peers in ways that support transactional and administrative activities. Seeks and shares information and opinions. Explains the immediate context of the situation, asks questions with follow-ups, and solicits advice prior to taking action.

Problem Solving - Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required.

Analytical Thinking - Collates and reports information. Identifies trends and exceptions. Investigates to define problems more accurately. Sorts information in order of importance. Identifies relationships and linkages between components. Identifies variable potential causes and effects. Solicits guidance to define criteria and assign values of importance and urgency. Escalates issues of an exceptional nature.

Business Process Knowledge - Defines routine, integrated processes. Documents processes using basic formal process charting techniques. Applies process definitions and flows to work performed. Identifies process bottlenecks and contributes suggestions for process improvement.

Initiative - Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome



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applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18144
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level C **Business Title:** Change Management Specialist
Department: UBC IT - Infrastructure
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-30 **Available Openings:** 1

Job Summary

The Change Management Specialist is responsible for interface between people and technologies. Focusing primarily on increasing and enabling the adoption of new processes and technologies by taking a structure change management approach including communication and training plans introduced by assigned project(s) within the Infrastructure Group.

The Change Management specialist will create and implement a change management plan which maximizes adoption through employee engagement and minimizes risk. The plan will incorporate comprehensive communication plans and a training curriculum that supports process and technology implementation and incorporates tactics to drive faster adoption, greater utilization and higher proficiency. The Change Management Specialist will create and manage target measures to ensure new processes and technologies meet desired adoption, utilization and proficiency goals.

Organizational Status

The Change Management Specialist reports to the Program Manager in UBC IT. Strategic direction is provided by the Program Manager and the Director of Infrastructure.; day-to-day direction is given by a Project or Program Manager on assigned projects. Works daily with a project team typically made up of a project manager, business analyst(s), developers, functional experts, and other project specialists. Works closely with a broad range of stakeholders, including management and staff of UBC IT, clients from administrative and academic units, and external entities including UBC Faculties, vendors, regulatory agencies, and partner institutions. This position has interdependencies with:

- Staff within the Communications team
- Director, Managers and staff
- IT Program Managers, Project Manager and teams
- IT Managers and Team Leads
- Client Service Managers

Work Performed

- Apply a structured change management approach and methodology for the adoption of new processes and technologies focusing on the interaction between people and technology.
- Create and manage measurement systems to track adoption, utilization and proficiency of individual changes.
- Develop a change management plan based on a situational awareness of the details of the change and the groups being impacted by



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the change.

- Identify potential adoption risks, and develop specific plans to mitigate or address the concerns.
- Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Develop a set of actionable and targeted change management tactics - including communication methods, process training curriculum and recommendations for increasing or accelerating adoption.
- Execute on the communication plans and support the execution of coaching, training and process adoption plans by employee-facing managers.
- Identify any issues or concerns relating to adoption of new technologies and work with stakeholders to develop and implement corrective actions.
- Create and enable reinforcement mechanisms and celebrations of success.
- Work with project teams to integrate change management activities into the overall project plan.
- Work with operational managers, HR and union specialists to formulate plans and activities to support project implementation.
- Liaise with Director, People Leadership and Change Management to ensure alignment with overall UBC-IT change activities.
- Work with other Infrastructure staff and managers on establishing guidelines and templates on change management activities
- Liaise with other projects to share learnings and knowledge on change management and the adoption of processes and technologies as required.
- Additional responsibilities on a project may include project coordination, requirements analysis, business process mapping, training, writing and or editing public content.

Supervision Received

Works under the general direction of the Manager, Business Analysis & Quality Assurance in the Project Management Office of UBC IT and daily direction of a Project or Program Manager on assigned projects. Must be able to work independently as well as contribute actively and collaborate openly as a team member..

Supervision Given

In general, provides mentoring and coaching to managers on how to manage change, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise, advise, mentor or coach on change-related work of other UBC IT staff on a project..

Consequence of Error/Judgement

UBC IT provides enterprise technology solutions to the university community. Decisions and actions taken by the Change Management Specialist will have a direct impact on how efficiently and effectively new systems and processes are adopted by the user community. Errors in judgment, poor analysis, or failure to act decisively could have a detrimental effect and adversely impact the university community, affecting up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Experience and knowledge of change management principles and methodologies. Previous change management experience is required. A solid understanding of how people go through a change and the change process. Experience with large-scale organizational change effort. Knowledge of IT Service Management, ITIL principles an asset. Training and experience in PROSCII or PMI or equivalent change management methodology framework. Able to work effectively at all levels in an organization. Must be a team player and able to work with and through others. Ability to influence others and move toward a common vision or goal. 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. Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for



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differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance. Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required. Participates in change initiatives by implementing new directions and providing appropriate information and feedback. Offers ideas for improving work and team processes. Experiments with new approaches and improves productivity through trial and error. 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. Collates and reports information. Identifies trends and exceptions. Investigates to define problems more accurately. Sorts information in order of importance. Identifies relationships and linkages between components. Identifies variable potential causes and effects. Solicits guidance to define criteria and assign values of importance and urgency. Escalates issues of an exceptional nature.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18135
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level C **Business Title:** Support Analyst II
Department: UBC IT - Learning Applications
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-17 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 1

Job Summary

The Support Analyst II consults with user groups to determine business needs and to identify the appropriate technology solution.

The Support Analyst II provides application support, requirements definition, functional application design, configuration, implementation, testing, data conversion, training and documentation for the University's enterprise learning applications.

Organizational Status

The Learning Applications group supports the University's enterprise learning applications, which service faculty and students both locally and around the world.

Reports to the Manager of Learning Applications, UBC IT. Generally works under the daily direction of a Team Lead.

Interacts directly with faculty, staff, and students. Collaborates with University technology professionals to coordinate support and assist with application implementation and enhancement projects.

Work Performed

Specific Duties:

- Develops expert-level functional knowledge of learning applications and provides recommendations on how they can be configured or enhanced to support the University's vision of transformative student learning.
- Assists in the diagnosis and resolution of technical issues with other University technology professionals in a complex and highly-integrated environment of administrative systems, learning technologies, and student information systems.
- Identifies, elicits and documents business requirements, defines business rules and communicates requirements for the implementation of business solutions. May prepare functional, system and program specifications.
- Develops quality assurance and performance tests to prevent application or infrastructure changes from negatively impacting service and performs testing.
- Analyzes processes for the conversion to a new learning technology. Develops and or prepares conversion programs procedures and provides conversion assistance.
- Prepares training plans, training materials, and trains clients, as required, during system implementation.
- Contributes to the development of archival retention procedures, capacity plans, feasibility studies, service level commitments, and disaster recovery plans.



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- Liaises with the technical support units of vendors.
- Participates in campus learning technology committees and communities to better understand client requirements and encourage collaboration in the development and support of learning technologies.
- Contributes functional expertise to the on-going strategic planning and development of the University's learning technology ecosystem.

Core Duties:

- Consults with user groups to ensure a thorough understanding of software, hardware, information systems and procedural requirements in order to determine their business needs and to identify the appropriate technology solution.
- Makes recommendations on the use of the appropriate technology services and products and the purchase of related hardware, software and network equipment.
- Researches emerging technologies and their potential impact on the enterprise.
- Provides technical support and troubleshooting in the use of information technology products and services.
- Installs and maintains servers, networks, and related software and hardware.
- Creates and maintains documentation in accordance with prescribed standards.
- Contributes to the development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the general direction of the Manager, Learning Applications. Generally works under the daily direction of a Team Lead. Can also work under the direction of a Business Analyst, Systems Analyst, Project Manager or other senior resource as assigned. The Support Analyst must be able to work independently as well as contribute actively and collaborate openly as a team member.

Supervision Given

May mentor students and other resources who assist with application support.

Consequence of Error/Judgement

The University's enterprise learning applications are mission critical components of the educational technology infrastructure that 60% of UBC's faculty use to deliver their courses. Student users of these applications represent 80% of our local student population with thousands more who access these applications as distance learners around the world. The dependencies on the University's learning environment have made it critical that these applications perform at a very high level with little or no disruption of service.

The decisions and actions taken by the Support Analyst will have a direct impact on how efficiently and effectively the University's enterprise learning applications will perform and function. Errors in judgment, poor decisions or advice, failure to act decisively could result in having a detrimental impact on the University's ability to deliver course materials in a timely fashion and conduct online testing, which could lead to placing the University in a liable position.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Minimum of 3 years of related experience, including 1 year of application support experience or the equivalent combination of education and experience.



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Demonstrated ongoing career development through active and self-motivated professional development.

Experience supporting Learning Management Systems (e.g. Blackboard, Moodle, WebCT) or similar enterprise systems (e.g. Enterprise Resource Planning) is highly desired.

Strong understanding of Internet protocols (e.g. HTTP, SSL, WebDAV, SMTP, SSH, Telnet) and web services (e.g. REST, SOAP).

Strong knowledge of web browsers, plugins (e.g. Flash, Java) and cross-browser compatibility issues.

Experience with desktop support (e.g. MacOS X, Windows).

Proficient with Unix Linux command line system.

Proficient with office productivity tools (e.g. MS Office, SharePoint, Visio).

Experience in several of the following areas: requirements definition, functional application design, configuration, implementation, testing, data conversion, training and documentation.

Demonstrated proactive approach to customer service and responsiveness to customer needs.

Good organizational and planning skills.

Ability to work on several projects at once and to change priorities quickly as needed.

Ability to work under pressure in time sensitive, mission critical situations, with a minimum of supervision.

Nice to Have:

- o Understanding of instructional design best practices and learning theories.
- o Familiar with learning technologies (e.g. Respondus, Wimba Collaboration Tools, iClicker, Turnitin, uPortal, Mediawiki, Wordpress).
- o Familiar with streaming media technology (e.g. Kaltura).
- o Familiar with monitoring tools (e.g. Coradant TrueSight, Intermapper, Nagios).
- o Familiar with databases (e.g. Oracle, MySQL), database design, and related tools (e.g. Toad, SQL Developer).
- o Familiar with programming languages (e.g. Java, JavaScript, Perl, PHP) and related technologies (e.g. JSON, XML).

Collaboration - 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.

Communication for Results - 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 - 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.



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Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking - Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Information Systems Knowledge - Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs. Creates information system solutions to meet the needs of business stakeholders. Partners with appropriate technical consultants, experts, and managers to resolves complex problems across all IT solutions.

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Job Posting

Job ID: 18141
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level C **Business Title:** Audio Visual Specialist - Media Services
Department: UBCO - IT Services
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-29 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Audio Visual Specialist consults with users and provides technical advice and support on the use and integration of digital media technologies for teaching and learning environments including creating, producing and distributing multimedia projects for faculty, administrative units and students across campus to support their use of information technology resources, audio visual and video streaming and capture facilities for teaching, learning, research, community engagement and university promotion. This position also provides support on lecture capture, video streaming and development of new enhancements of current applications for the educational technologies at UBCO.

This position requires moving and lifting a wide assortment of equipment, may be required to work on shift rotations, and provide after regular business hours support as necessary.

Organizational Status

Reports to the Project Manager, Media and Classroom Services, UBCO.

Actively participates as a member of the Media and Classroom Services Operations and Planning Team. Participates in industry conferences and forums. Actively participates in communications to key stakeholders and user communities relating to media technology.

Work Performed

Specific Duties:

- Designing, developing and implementing virtual learning projects and pilots
- Managing and providing technical support in areas of data and video IT
- Contributing to designing and implementing video conference, streaming and capture systems
- Producing multimedia content for all units at UBCO
- Conducts instructional workshops and training sessions for faculty staff and students
- Implementing protocols and procedures to better enable electronic communications and data flow
- Designing, developing and implementation of video streaming and lecture capture systems
- Responding to requests in setting up or operating video streaming facilities, troubleshooting and resolving issues



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- Ensuring all equipment is operational and data connections and resources are active and accessible
- Participating in preventive and corrective maintenance and equipment upgrades
- Acting as liaison with other technical personnel within IT, Media and Classroom Services
- Reviewing documentation and training material
- Coordinating day-to-day operational duties and project-based work of support analysts and student employees
- Researching, testing, and applying firmware updates, application and operating systems patches updates and service packs to systems
- Preparing and maintaining user and technical documentation and procedure guidelines.

Core Duties:

- Consults with users to determine audio visual needs
- Researches emerging technologies and analyzes options
- Makes recommendations on the use of the appropriate audio visual services and products and the purchase of related hardware, software and network equipment
- Creates, produces and distributes multimedia projects
- Conducts instructional workshops and or training for users such as support personnel, faculty, teaching assistants, graduate and undergraduate students
- Provides technical support and troubleshooting in the use of AV products and services and may mentor or assist other AV technicians
- Promotes and encourages the use of technology to support teaching and learning goals
- Writes and maintains documentation in accordance with prescribed standards
- Installs and maintains software on servers, networks and related AV software and hardware
- Serves on project teams as a subject matter expert for AV products and services
- Ensures AV services provided by vendors meet design specifications for new facilities
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools
- Performs other related duties as required

Supervision Received

Works with complete latitude within general policies and an administrative framework. Work is reviewed in terms of achievement of specific objectives. Performance and development of processes are reviewed by the Project Manager, Media and Classroom Services.

Supervision Given

Position is responsible for explaining procedures to all the resource people and stakeholders involved. Provides direction and guidance to AV Analysts and student employees to make sure work is completed effectively. Monitors progress of projects as assigned and coordinates activities to ensure that deadlines are met. None.

Consequence of Error/Judgement

Work requires judgment and initiative. Errors could have a significant impact on the success of project delivery and subsequent effects on the University's strategic goals and visions. Failure to act decisively could have a detrimental effect and adversely impact the university community, affecting thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Unreliable systems or failure to meet contractual obligations for performance and availability will damage the reputation of UBC.

Qualifications

Undergraduate degree in a relevant discipline. Formal training in digital media productions and video journalism (i.e. industry training, seminars and associated credentials) and experience supporting various operating systems and video editing and streaming applications. Minimum of three years experience or the equivalent combination of education and experience. Minimum of three years experience or the equivalent combination of education and experience.



Collaboration - 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.

Communication for Results - 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 - 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.

Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking - Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Initiative - Describes future scenarios and related opportunities. Plans potential responses involving resource holders, peers, processes, and technology. Leads a timely response, seeking internal external advice and consultation, and sustains progress through uncharted territories.

Strong work ethic with excellent interpersonal and time management skills.

Strong technical, analytical and problem solving skills and ability to troubleshoot and repair equipment.

Knowledge of network functioning and TCP IP and general network tasks.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18175
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Programmer Analyst II
Department: UBC IT - Academic Systms Sprt
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The Programmer Analyst II designs computer application solutions for complex campus-wide computer systems.

The Programmer Analyst II will play an important role in all aspects of the support of strategic Academic Systems applications. These applications include but not limited to Student Service Centre, Faculty Service Centre, the Awards Module, Consolidated Billing Module, Application Systems, Admissions and Evaluation systems as well as a number of third party provided products.

Organizational Status

The Academic Systems support team is responsible for development and or implementation of the suite of applications including; Student Service Centre, Faculty Service Centre, the Awards Module, Consolidated Billing Module, Application System along with a number of third party provided modules. The team works with the Development Services to ensure that all promotions to the production environment are tested and that information has been transitioned to allow the team to support the changes.

Interacts directly with other University technology professionals and with faculty, staff and students.

On a daily basis, the position will work under the direction of Manager, Academic Systems Support. Work may also be directed and reviewed by a Senior Programmer Analyst or team lead.

Work Performed

Specific Duties:

- Analyzes and reviews functional requirements, system features, integration requirements, security requirements, and scalability and performance requirements. Reviews implementation options, discusses approach and recommendations with technical staff and users, and provides input to technology recommendations for new and changing systems requirements.
- Works with the Architects, vendor technical staff and Programmer Anaysts to provide input into both the Application and Technical architecture as they relate to the Student Information System and third party products.
- Participates in third party package software implementation (including development of Reports, Interfaces, Conversions, and Extensions).
- Maps business requirements to a logical and physical data model.
- Investigates and remains current with industry technology trends in Applications field such as: security, privacy, e-commerce,



PCI, workflow, RICE, application development methodologies, web-services, applications middleware, anti-spam and anti-virus, electronic forms, etc.

- Contributes to the ongoing support of current or new enterprise services.
 - Collaborates with team members to identify, analyze, recommend and implement appropriate system enhancements that will improve existing information systems and improve business processes and productivity. This includes assisting with the Service or product lifecycle management.
 - Monitors database performance, analyze and identify the bottlenecks, and recommend improvements in existing SQL code.
 - Implements appropriate data security and access policies.
 - Implements customized tools and applications, prepares functional specifications and builds proof-of-concept test environments.
- Develops technical specifications for system development, testing and conversion processes, within established UBC IT's technical architecture and database design standards.
- Prepares training plans, training materials, and trains staff as required during system implementation. Provides configuration and implementation training for subsequent releases of third party applications.
 - Develops a high level expertise in the functionality of vendor product(s). Works directly with the vendor's technical support centre in order to resolve product issues.
 - Works with vendor technical training staff, developers, BAs and users in the configuration of third party applications for the University.
 - May participate in the data mapping between the University Student Information Systems and third party applications.
 - Able to work with source control repository to properly manage system configurations.
 - Adapts to the processes and standards of the organization.
 - Participates in project planning and implementation as required.
 - Builds and maintains good working relationships and collaborates with others to achieve client objectives.

Core Duties:

- Designs and develops custom software, detailed specifications and standards.
- Develops overall systems design, researches and evaluates vendor supplied applications, implements them, and provides recommendations.
- Analyzes and reviews existing or proposed system features and integration, security, scalability and performance requirements with clients, business analysts, and team members.
- Packages in house developed applications for production or integrates vendor supplied applications.
- Provides technical expertise, training, and consultation to other staff.
- Develops or modifies software application design and specific modules.
- Conducts testing of new or customized application modules to ensure application meets specifications.
- Documents functions and changes to new or modified modules, reviews and tests the results, error handling and backup recovery procedures.
- Provides ongoing maintenance and operational support for applications.
- Supports software development lifecycle and applies and follows appropriate development methodologies and best practices.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works with considerable latitude and with regard to methods and procedures. Work is reviewed in terms of achievement of broad objectives and goals.

Works under the general direction of the Manager of Development, Academic Systems, UBC-IT. Results are reviewed for achievement of overall and long term objectives.

The Programmer Analyst II also takes direction from the Project Manager for daily Project based activities and tasks, and may work under the direction of a Senior Programmer Analyst for specific project tasks.



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Supervision Given

May provide guidance, coaching and technical leadership to, and provide feedback on performance of more junior Programmer Analysts.

In a project leader role, the Programmer Analyst II may direct and supervises work of other Programmer Analysts, Business Analysts, QAs, users and other staff assigned to projects.

May provide input recommendations into the hiring and evaluation of staff.

Consequence of Error/Judgement

The position takes an active, participatory role in ensuring the reliability and high availability of UBC mission critical 7x24 systems including application monitoring, tier 2 support, problem analysis and resolution, and ensuring services meet or exceed customer service levels at all times.

Errors in judgment, poor planning, or failure to act decisively could have a detrimental effect on these systems. Unreliable systems and code errors that disrupt the operations of these system, or failure to meet contractual obligations for performance and availability will damage the reputation of UBC and UBC-IT. This could adversely impact the University community, including the large majority of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue.

Provides input into decisions within established guidelines regarding the application of computing devices or programs to meet set requirements or makes decisions regarding solutions to defined problems.

The position will work with more senior Programmer Analysts, Build Engineers, Business Analysts, Vendors and Quality Assurance staff in ensuring the highest quality of the software promoted into our UBC production environments.

Qualifications

Undergraduate degree in a relevant discipline. University degree or technical diploma in an IT-related discipline, preferably in Computer Science. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Years of experience include progressively more responsible systems development work in designing, developing and implementing medium to large scale software applications.

Demonstrated ongoing career development through active and self-motivated professional development.

Knowledge of Student Information Systems is highly desirable.

Strong knowledge and experience in JavaScript, jQuery, HTML CSS, PHP , .NET or Web Vistas web framework for creating user interfaces.

Strong knowledge of SQL , PL SQL, and Stored procedures.

Must have a working experience with atleast two of the following relational databases: Oracle (release: 10G, 11G), MSSQL (release: 2005, 2008, 2008R2, 2012), MySQL (release: 5.1, 5.5, 5.6).

Training and knowledge of security practices and concepts for of RDMBS systems.

Must have a working knowledge of UNIX Linux (Red Hat, Ubuntu) and Microsoft families of Operating Systems (2003, 2008R2, XP, Windows 7).

Strong analytical and problem solving skills, demonstrated through troubleshooting complex technical problems.

Experience developing real-time and ad hoc data import interfaces.

Ability to develop reports using SITS reporting tool, Crystal Reports, or data extract queries.



Good understanding and practical experience using many of the following; core Object Oriented Analysis and Design concepts, design techniques and patterns, UML, XML, Struts and Spring frameworks, ORM libraries such as Hibernate, configuration management concepts and tools (e.g. build management source control repositories), such as Perforce, SVN, Git, Ant, Maven.

Good understanding and hands-on experience in testing best practices concepts and testing tools (e.g. JUnit, Cucumber, and concepts).

Very good understanding and experience with data modeling, data mapping.

Hands-on experience in web and application servers concepts (e.g. Apache, IIS, Tomcat, JBoss, etc.).

Working knowledge of SDLC methodologies.

Knowledge of database tools utilities (TOAD for Oracle, SQL Developer, Microsoft Visual Studio, Oracle Enterprise Manager).

Knowledge of database monitoring tools (Oracle Enterprise Manager (OEM), System Centre Operations Manager (SCOM), MySQL Enterprise Manager (MEM)).

Experience implementing packaged solutions, and integration with legacy systems.

Some familiarity with designing and developing applications for mobile devices would be beneficial.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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 - 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.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

Information Systems Knowledge - Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18179
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Business Analyst II
Department: UBC IT - Enterprise Architectr
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25
Job End Date: 2016-04-30 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

As an experienced ITIL analyst and process designer, this role will focus on developing processes that bring about incremental and scalable improvement. Blending both business and system analysis skills, the analyst will also contribute to the design of our enterprise system that enables each process and as it integrates with other ITIL processes.

Job Summary

The Business Analyst II leads the assessment of client needs in an effort to align business initiatives with information technology solutions. Representing UBC IT, the Business Analyst II will provide expertise in the areas of requirements definition, business process analysis and design, functional design, configuration, implementation, testing, training and documentation to deliver enterprise solutions to the UBC community. Majority of work will be performed in a formal project team. Projects typically have a high degree of complexity, influence, and impact as solutions are generally designed for the majority of constituents in the UBC community.

Organizational Status

- The Business Analyst II reports to an assigned Program Manager or Program Manager in UBC IT - Enterprise Architecture unit.
- Strategic direction is provided by the Business Manager and Director of the UBC IT - Enterprise Architecture - Day-to-day direction is given by a Project or Program Manager on assigned projects
- Works daily with a project team typically made up of a project manager, developers, functional experts, and other project specialists
- Works closely with a broad range of stakeholders, including management and staff of UBC IT, clients from administrative and academic units, and external entities including vendors, regulatory agencies, and partner institutions.

Work Performed

Specific Duties:

- Project assignments include but not limited to work on enterprise systems such as the Student Information System (SIS), HR, Finance, Identity and Access Management (IAM), Learning Management (LMS), UBC e-Payment, Email, and Networks (wireless, telephony, Internet, etc)
- Project types include but not limited to software development, Enterprise resource planning (ERP) and various commercial-off-the-shelf (COTS) implementations, infrastructure transformation, Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM), Business Process Improvement (BPI) Business Process Reengineering (BPR), vendor analysis & selection.
- Ensures solutions are consistent with the overall technical and business architecture of the university and complies with UBC



IT and university policies, as well as governmental legislation and other external entities' compliancy requirements on security, privacy, and accessibility

- Analyses the impacts of proposed changes to technology services and or processes for UBC IT and other UBC departments.
- May perform data analysis and data modeling as required
- Acquire and maintain a working knowledge of the university's technical and business environment. Have a high-level overview of the services delivered by UBC IT.
- Understands key technical environments to effectively identify integration, security, scalability, and performance requirements
- Build and maintain good working relationships with project teams, business analyst peers, UBC IT colleagues, and client stakeholders.

Core Duties:

- Leads the assessment of client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities and recommends options.
- Identifies, elicits, and documents business requirements, defines business rules and communicates requirements for the implementation of business solutions.
- Communicates with stakeholders of varying technical ability and subject matter expertise.
- Leads short-term planning sessions to implement integrated business process improvements and documents discussion and agreements.
- Provides consultative services for the development of policies and procedures.
- Analyzes metrics to ensure for client satisfaction.
- Provides input to feasibility studies for standard development projects and enhancements.
- Provides technical guidance and leadership to less-experienced individuals.
- Prepares functional, system and program specifications.
- Develops user test cases and validates test results during user acceptance testing and system acceptance testing stages.

Typically performs functional testing.

- May prepare project status reports and communicate status to client.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the general direction and receives daily direction from of an assigned Program Manager or Program Manager in UBC IT - Enterprise Architecture unit. Must be able to work independently as well as contribute actively and collaborate openly as a team member.

Supervision Given

In general, provides mentoring and coaching to new or less experienced business analysts, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise work of other business analysts or UBC IT staff on a project.

Consequence of Error/Judgement

UBC IT provides enterprise technology solutions to the university community. Decisions and actions taken by the Business Analyst general, provides mentoring and coaching to new or less experienced business analysts, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise work of other business analysts or UBC IT staff on a project. Errors in judgment, poor analysis, or failure to act decisively could have a detrimental effect and adversely impact the university community, affecting up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Unreliable systems or failure to meet contractual



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obligations for performance and availability will damage the reputation of UBC IT and UBC.

Qualifications

Undergraduate degree in a relevant discipline. Professional development in business analysis and related disciplines.

Formal certification from a recognized professional organization or professional development provider is an asset. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Experience as a Business Analyst in the Information Technology sector is an asset.

Experience in at least one of the following areas of IT is required: software development, ERP implementation, infrastructure, and ITIL ITSM.

Experience in a higher education environment is an asset.

Ability to effectively facilitate groups to achieve appropriate outcome.

Working knowledge of project management, quality assurance, change management disciplines and best practices; and development methodologies.

Demonstrated knowledge and proven experience in producing BRDs, use cases, user scenarios, user stories, BPMs. Strong knowledge of BPM.

Working experience on enterprise-wide projects.

Knowledge of business process re-engineering improvement

Knowledge of data analysis and data modeling (conceptual, logical).

Experience in producing two or more of the following: BRDs, use cases, user scenarios, user stories, BPMs. Knowledge of BPMN.

Solid understanding of key trends and players in the IT industry and higher-education sector.

Excellent organizational, planning, and prioritization skills. Able to multi-task and deliver multiple assignments in a fast-paced and changing environment.

Effective interpersonal skills. Proven ability to work effectively and diplomatically with a wide range of individuals at all organizational levels.

Demonstrates the willingness, ability, and enthusiasm to learn new processes, methodologies or technologies.

Proven knowledge and continuous learning of business analysis discipline and best practices. Demonstrated contributions to the continuous improvement of business analysis practices, methodology and implementation.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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



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prior to taking action when appropriate.

Problem Solving - 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.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

Initiative - Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18127
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Systems Administrator II
Department: UBC IT - Solutions&Integration
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-17 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 1

Job Summary

The Systems Administrator II designs systems hardware and software solutions, defines systems scope, and provides recommendations for all systems supported infrastructure as part of regular operations. The Systems Administrator II is a key role with the responsibility of working with the technical and functional teams to support the University wide ERP (Enterprise Resource Planning) applications. This position is involved in performing ERP administration related tasks, planning and developing system implementation and enhancements, overseeing day-to-day operations and troubleshooting of the University wide applications.

Organizational Status

The Solutions and Integration team within the Administration Systems Management group is responsible for the middleware of the ERP applications including PeopleSoft, Hyperion, ImageNow, OBIEE, Tivoli Workload Scheduler, and other vendor applications.

The Systems Administrator II reports to the Manager, Solutions and Integration, and works closely with application teams, systems and network architecture teams, project managers, and managers of functional areas within the greater Administrative Systems portfolio, as well as with cross functional teams and individuals from across UBC, and external stakeholders and vendors.

Work Performed

Specific Duties:

- Administers the University wide ERP systems and manages related day-to-day operational responsibilities such as troubleshooting, problem solving, communicating technical instructions to various IT staff, and communicating impact to issues to key users and stakeholders.
- Provides technical expertise and leadership in the design, implementation, and maintenance of all ERP and related environments.
- Analyzes and reviews business requirements and provides recommendation on implementation options.
- Plans and develops system implementation and enhancements in support of current and new application services.
- Coordinates all infrastructure related efforts with Systems, Network, and Data Base Administration teams
- Works collaboratively with application development teams and subject matter experts to investigate and resolve problems in a timely and efficient manner; effectively manages the resolution of technical issues and problems.
- Provides technical solutions to a diverse range of complex problems.
- Designs, reviews, implements, and maintains ERP application access security policies.



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- Installs and configures ERP application servers.
- Performs application upgrades and patches on systems such as PeopleSoft, Hyperion, OBIEE, ImageNow, and other systems.
- Evaluates application performance and implements performance tuning.

Core Duties:

- Designs solutions to resolve system related business problems, meet user requirements, and streamline system work flows.
- Formulates and defines system scope and objectives and recommends a strategy, potential solution, or "work-around".
- Monitors and analyzes systems issues and provides recommendations for all systems supported infrastructure as part of regular operations.
- Provides guidance and training to less experienced analysts.
- Writes and maintains systems documentation including user and technical manuals.
- Designs, provisions and configures systems.
- Acts as a liaison between technical groups and stakeholders to coordinate the system's installation and ensure technical compatibility and satisfaction.
- Prepares documentation and defines system specific dependencies to assist in problem analysis.
- Provides recommendations for improving procedures and coordinating system implementation.
- Integrates development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the general direction of the Manager, Solutions and Integration with assigned areas of responsibility as described above.

Supervision Given

Functional supervision of technical consultants in project implementation. Functional supervision of internal staff in the use of systems and application tools.

Consequence of Error/Judgement

UBC IT plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The ERP systems support the University's teaching, research, and administrative work. Decisions and actions taken by the Systems Administrator will have a major impact on these systems.

Errors in judgment, decisions, and actions could negatively impact the ERP systems, and consequently affect the reputation of the University and could cause loss of productivity and revenue.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in Computer Science or related field. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. 5 years of systems administration experience in a large enterprise environment.

Experience in one or more of the following middleware technologies: PeopleSoft, PeopleTools, Hyperion, OBIEE, ImageNow.

Experience in managing and supporting Linux and Windows servers.

Experience with Enterprise Application Integration - single sign-on, self-service, LDAP, application messaging, web services.



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In-depth knowledge of network protocol, firewalls, load balancers, Internet services.

Experience with PeopleSoft Enterprise Portal and PeopleCode is an asset.

Experience in one of more of the following technologies is an asset: WebLogic, Apache, Tomcat, ColdFusion, PHP, PERL, Java, SQL.

Web application development experience is an asset.

Excellent technical writing and documentation skills; including requirements gathering, concise, and understandable technical documentation

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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 - 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.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Information Systems Knowledge - Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

Initiative - Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18178
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Business Analyst II
Department: UBC IT - Enterprise Architectr
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25
Job End Date: 2016-04-30 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

As an experienced ITIL analyst and process designer, this role will focus on developing processes that bring about incremental and scalable improvement. Blending both business and system analysis skills, the analyst will also contribute to the design of our enterprise system that enables each process and as it integrates with other ITIL processes.

Job Summary

The Business Analyst II leads the assessment of client needs in an effort to align business initiatives with information technology solutions. Representing UBC IT, the Business Analyst II will provide expertise in the areas of requirements definition, business process analysis and design, functional design, configuration, implementation, testing, training and documentation to deliver enterprise solutions to the UBC community. Majority of work will be performed in a formal project team. Projects typically have a high degree of complexity, influence, and impact as solutions are generally designed for the majority of constituents in the UBC community.

Organizational Status

- The Business Analyst II reports to an assigned Program Manager or Program Manager in UBC IT - Enterprise Architecture unit.
- Strategic direction is provided by the Business Manager and Director of the UBC IT - Enterprise Architecture - Day-to-day direction is given by a Project or Program Manager on assigned projects
- Works daily with a project team typically made up of a project manager, developers, functional experts, and other project specialists
- Works closely with a broad range of stakeholders, including management and staff of UBC IT, clients from administrative and academic units, and external entities including vendors, regulatory agencies, and partner institutions.

Work Performed

Specific Duties:

- Project assignments include but not limited to work on enterprise systems such as the Student Information System (SIS), HR, Finance, Identity and Access Management (IAM), Learning Management (LMS), UBC e-Payment, Email, and Networks (wireless, telephony, Internet, etc)
- Project types include but not limited to software development, Enterprise resource planning (ERP) and various commercial-off-the-shelf (COTS) implementations, infrastructure transformation, Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM), Business Process Improvement (BPI) Business Process Reengineering (BPR), vendor analysis & selection.
- Ensures solutions are consistent with the overall technical and business architecture of the university and complies with UBC



IT and university policies, as well as governmental legislation and other external entities' compliancy requirements on security, privacy, and accessibility

- Analyses the impacts of proposed changes to technology services and or processes for UBC IT and other UBC departments.
- May perform data analysis and data modeling as required
- Acquire and maintain a working knowledge of the university's technical and business environment. Have a high-level overview of the services delivered by UBC IT.
- Understands key technical environments to effectively identify integration, security, scalability, and performance requirements
- Build and maintain good working relationships with project teams, business analyst peers, UBC IT colleagues, and client stakeholders.

Core Duties:

- Leads the assessment of client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities and recommends options.
- Identifies, elicits, and documents business requirements, defines business rules and communicates requirements for the implementation of business solutions.
- Communicates with stakeholders of varying technical ability and subject matter expertise.
- Leads short-term planning sessions to implement integrated business process improvements and documents discussion and agreements.
- Provides consultative services for the development of policies and procedures.
- Analyzes metrics to ensure for client satisfaction.
- Provides input to feasibility studies for standard development projects and enhancements.
- Provides technical guidance and leadership to less-experienced individuals.
- Prepares functional, system and program specifications.
- Develops user test cases and validates test results during user acceptance testing and system acceptance testing stages.

Typically performs functional testing.

- May prepare project status reports and communicate status to client.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the general direction and receives daily direction from of an assigned Program Manager or Program Manager in UBC IT - Enterprise Architecture unit. Must be able to work independently as well as contribute actively and collaborate openly as a team member.

Supervision Given

In general, provides mentoring and coaching to new or less experienced business analysts, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise work of other business analysts or UBC IT staff on a project.

Consequence of Error/Judgement

UBC IT provides enterprise technology solutions to the university community. Decisions and actions taken by the Business Analyst general, provides mentoring and coaching to new or less experienced business analysts, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise work of other business analysts or UBC IT staff on a project. Errors in judgment, poor analysis, or failure to act decisively could have a detrimental effect and adversely impact the university community, affecting up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Unreliable systems or failure to meet contractual



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obligations for performance and availability will damage the reputation of UBC IT and UBC.

Qualifications

Undergraduate degree in a relevant discipline. Professional development in business analysis and related disciplines.

Formal certification from a recognized professional organization or professional development provider is an asset. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Experience as a Business Analyst in the Information Technology sector is an asset.

Experience in at least one of the following areas of IT is required: software development, ERP implementation, infrastructure, and ITIL ITSM.

Experience in a higher education environment is an asset.

Ability to effectively facilitate groups to achieve appropriate outcome.

Working knowledge of project management, quality assurance, change management disciplines and best practices; and development methodologies.

Demonstrated knowledge and proven experience in producing BRDs, use cases, user scenarios, user stories, BPMs. Strong knowledge of BPM.

Working experience on enterprise-wide projects.

Knowledge of business process re-engineering improvement

Knowledge of data analysis and data modeling (conceptual, logical).

Experience in producing two or more of the following: BRDs, use cases, user scenarios, user stories, BPMs. Knowledge of BPMN.

Solid understanding of key trends and players in the IT industry and higher-education sector.

Excellent organizational, planning, and prioritization skills. Able to multi-task and deliver multiple assignments in a fast-paced and changing environment.

Effective interpersonal skills. Proven ability to work effectively and diplomatically with a wide range of individuals at all organizational levels.

Demonstrates the willingness, ability, and enthusiasm to learn new processes, methodologies or technologies.

Proven knowledge and continuous learning of business analysis discipline and best practices. Demonstrated contributions to the continuous improvement of business analysis practices, methodology and implementation.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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



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Staff Job Postings

prior to taking action when appropriate.

Problem Solving - 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.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

Initiative - Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18180
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Business Analyst II
Department: UBC IT - Enterprise Architectr
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25
Job End Date: 2016-04-30
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

As an experienced ITIL analyst and process designer, this role will focus on developing processes that bring about incremental and scalable improvement. Blending both business and system analysis skills, the analyst will also contribute to the design of our enterprise system that enables each process and as it integrates with other ITIL processes.

Job Summary

The Business Analyst II leads the assessment of client needs in an effort to align business initiatives with information technology solutions. Representing UBC IT, the Business Analyst II will provide expertise in the areas of requirements definition, business process analysis and design, functional design, configuration, implementation, testing, training and documentation to deliver enterprise solutions to the UBC community. Majority of work will be performed in a formal project team. Projects typically have a high degree of complexity, influence, and impact as solutions are generally designed for the majority of constituents in the UBC community.

Organizational Status

- The Business Analyst II reports to an assigned Program Manager or Program Manager in UBC IT - Enterprise Architecture unit.
- Strategic direction is provided by the Business Manager and Director of the UBC IT - Enterprise Architecture - Day-to-day direction is given by a Project or Program Manager on assigned projects
- Works daily with a project team typically made up of a project manager, developers, functional experts, and other project specialists
- Works closely with a broad range of stakeholders, including management and staff of UBC IT, clients from administrative and academic units, and external entities including vendors, regulatory agencies, and partner institutions.

Work Performed

Specific Duties:

- Project assignments include but not limited to work on enterprise systems such as the Student Information System (SIS), HR, Finance, Identity and Access Management (IAM), Learning Management (LMS), UBC e-Payment, Email, and Networks (wireless, telephony, Internet, etc)
- Project types include but not limited to software development, Enterprise resource planning (ERP) and various commercial-off-the-shelf (COTS) implementations, infrastructure transformation, Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM), Business Process Improvement (BPI) Business Process Reengineering (BPR), vendor analysis & selection.
- Ensures solutions are consistent with the overall technical and business architecture of the university and complies with UBC



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IT and university policies, as well as governmental legislation and other external entities' compliancy requirements on security, privacy, and accessibility

- Analyses the impacts of proposed changes to technology services and or processes for UBC IT and other UBC departments.
- May perform data analysis and data modeling as required
- Acquire and maintain a working knowledge of the university's technical and business environment. Have a high-level overview of the services delivered by UBC IT.
- Understands key technical environments to effectively identify integration, security, scalability, and performance requirements
- Build and maintain good working relationships with project teams, business analyst peers, UBC IT colleagues, and client stakeholders.

Core Duties:

- Leads the assessment of client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities and recommends options.
- Identifies, elicits, and documents business requirements, defines business rules and communicates requirements for the implementation of business solutions.
- Communicates with stakeholders of varying technical ability and subject matter expertise.
- Leads short-term planning sessions to implement integrated business process improvements and documents discussion and agreements.
- Provides consultative services for the development of policies and procedures.
- Analyzes metrics to ensure for client satisfaction.
- Provides input to feasibility studies for standard development projects and enhancements.
- Provides technical guidance and leadership to less-experienced individuals.
- Prepares functional, system and program specifications.
- Develops user test cases and validates test results during user acceptance testing and system acceptance testing stages.

Typically performs functional testing.

- May prepare project status reports and communicate status to client.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the general direction and receives daily direction from of an assigned Program Manager or Program Manager in UBC IT - Enterprise Architecture unit. Must be able to work independently as well as contribute actively and collaborate openly as a team member.

Supervision Given

In general, provides mentoring and coaching to new or less experienced business analysts, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise work of other business analysts or UBC IT staff on a project.

Consequence of Error/Judgement

UBC IT provides enterprise technology solutions to the university community. Decisions and actions taken by the Business Analyst general, provides mentoring and coaching to new or less experienced business analysts, as well as provides leadership and education to other staff in the Project Management Office on demonstrated areas of expertise. May supervise work of other business analysts or UBC IT staff on a project. Errors in judgment, poor analysis, or failure to act decisively could have a detrimental effect and adversely impact the university community, affecting up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Unreliable systems or failure to meet contractual



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Staff Job Postings

obligations for performance and availability will damage the reputation of UBC IT and UBC.

Qualifications

Undergraduate degree in a relevant discipline. Professional development in business analysis and related disciplines.

Formal certification from a recognized professional organization or professional development provider is an asset. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Experience as a Business Analyst in the Information Technology sector is an asset.

Experience in at least one of the following areas of IT is required: software development, ERP implementation, infrastructure, and ITIL ITSM.

Experience in a higher education environment is an asset.

Ability to effectively facilitate groups to achieve appropriate outcome.

Working knowledge of project management, quality assurance, change management disciplines and best practices; and development methodologies.

Demonstrated knowledge and proven experience in producing BRDs, use cases, user scenarios, user stories, BPMs. Strong knowledge of BPM.

Working experience on enterprise-wide projects.

Knowledge of business process re-engineering improvement

Knowledge of data analysis and data modeling (conceptual, logical).

Experience in producing two or more of the following: BRDs, use cases, user scenarios, user stories, BPMs. Knowledge of BPMN.

Solid understanding of key trends and players in the IT industry and higher-education sector.

Excellent organizational, planning, and prioritization skills. Able to multi-task and deliver multiple assignments in a fast-paced and changing environment.

Effective interpersonal skills. Proven ability to work effectively and diplomatically with a wide range of individuals at all organizational levels.

Demonstrates the willingness, ability, and enthusiasm to learn new processes, methodologies or technologies.

Proven knowledge and continuous learning of business analysis discipline and best practices. Demonstrated contributions to the continuous improvement of business analysis practices, methodology and implementation.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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



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prior to taking action when appropriate.

Problem Solving - 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.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

Initiative - Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18176
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Programmer Analyst II
Department: UBC IT - Academic Systms Sprt
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The Programmer Analyst II designs computer application solutions for complex campus-wide computer systems.

The Programmer Analyst II will play an important role in all aspects of the support of strategic Academic Systems applications. These applications include but not limited to Student Service Centre, Faculty Service Centre, the Awards Module, Consolidated Billing Module, Application Systems, Admissions and Evaluation systems as well as a number of third party provided products.

Organizational Status

The Academic Systems support team is responsible for development and or implementation of the suite of applications including; Student Service Centre, Faculty Service Centre, the Awards Module, Consolidated Billing Module, Application System along with a number of third party provided modules. The team works with the Development Services to ensure that all promotions to the production environment are tested and that information has been transitioned to allow the team to support the changes.

Interacts directly with other University technology professionals and with faculty, staff and students.

On a daily basis, the position will work under the direction of Manager, Academic Systems Support. Work may also be directed and reviewed by a Senior Programmer Analyst or team lead.

Work Performed

Specific Duties:

- Analyzes and reviews functional requirements, system features, integration requirements, security requirements, and scalability and performance requirements. Reviews implementation options, discusses approach and recommendations with technical staff and users, and provides input to technology recommendations for new and changing systems requirements.
- Works with the Architects, vendor technical staff and Programmer Anaysts to provide input into both the Application and Technical architecture as they relate to the Student Information System and third party products.
- Participates in third party package software implementation (including development of Reports, Interfaces, Conversions, and Extensions).
- Maps business requirements to a logical and physical data model.



- Investigates and remains current with industry technology trends in Applications field such as: security, privacy, e-commerce, PCI, workflow, RICE, application development methodologies, web-services, applications middleware, anti-spam and anti-virus, electronic forms, etc.
- Contributes to the ongoing support of current or new enterprise services.
- Collaborates with team members to identify, analyze, recommend and implement appropriate system enhancements that will improve existing information systems and improve business processes and productivity. This includes assisting with the Service or product lifecycle management.
- Monitors database performance, analyze and identify the bottlenecks, and recommend improvements in existing SQL code.
- Implements appropriate data security and access policies.
- Implements customized tools and applications, prepares functional specifications and builds proof-of-concept test environments. Develops technical specifications for system development, testing and conversion processes, within established UBC IT's technical architecture and database design standards.
- Prepares training plans, training materials, and trains staff as required during system implementation. Provides configuration and implementation training for subsequent releases of third party applications for the University.
- Develops a high level expertise in the functionality of vendor product(s). Works directly with the vendor's technical support centre in order to resolve product issues.
- Works with vendor technical training staff, developers, BAs and users in the configuration of third party applications.
- May participate in the data mapping between the University Student Information Systems and third party applications.
- Able to work with source control repository to properly manage system configurations and adapt to the processes and standards of the organization.
- Participates in project planning and implementation as required.
- Builds and maintains good working relationships and collaborates with others to achieve client objectives.

Core Duties:

- Designs and develops custom software, detailed specifications and standards.
- Develops overall systems design, researches and evaluates vendor supplied applications, implements them, and provides recommendations.
- Analyzes and reviews existing or proposed system features and integration, security, scalability and performance requirements with clients, business analysts, and team members.
- Packages in house developed applications for production or integrates vendor supplied applications.
- Provides technical expertise, training, and consultation to other staff.
- Develops or modifies software application design and specific modules.
- Conducts testing of new or customized application modules to ensure application meets specifications.
- Documents functions and changes to new or modified modules, reviews and tests the results, error handling and backup recovery procedures.
- Provides ongoing maintenance and operational support for applications.
- Supports software development lifecycle and applies and follows appropriate development methodologies and best practices.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works with considerable latitude and with regard to methods and procedures. Work is reviewed in terms of achievement of broad objectives and goals

Works under the general direction of the Manager of Development, Academic Systems, UBC-IT. Results are reviewed for achievement of overall and long term objectives.

The Programmer Analyst II also takes direction from the Project Manager for daily Project based activities and tasks, and may work under the direction of a Senior Programmer Analyst for specific project tasks.



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Supervision Given

May provide guidance, coaching and technical leadership to, and provide feedback on performance of more junior Programmer Analysts.

In a project leader role, the Programmer Analyst II may direct and supervises work of other Programmer Analysts, Business Analysts, QAs, users and other staff assigned to projects.

May provide input recommendations into the hiring and evaluation of staff.

Consequence of Error/Judgement

The position takes an active, participatory role in ensuring the reliability and high availability of UBC mission critical 7x24 systems including application monitoring, tier 2 support, problem analysis and resolution, and ensuring services meet or exceed customer service levels at all times.

Errors in judgment, poor planning, or failure to act decisively could have a detrimental effect on these systems. Unreliable systems and code errors that disrupt the operations of these system, or failure to meet contractual obligations for performance and availability will damage the reputation of UBC and UBC-IT. This could adversely impact the University community, including the large majority of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue.

Provides input into decisions within established guidelines regarding the application of computing devices or programs to meet set requirements or makes decisions regarding solutions to defined problems.

The position will work with more senior Programmer Analysts, Build Engineers, Business Analysts, Vendors and Quality Assurance staff in ensuring the highest quality of the software promoted into our UBC production environments.

Qualifications

Undergraduate degree in a relevant discipline. University degree or technical diploma in an IT-related discipline, preferably in Computer Science. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Years of experience include progressively more responsible systems development work in designing, developing and implementing medium to large scale software applications.

Demonstrated ongoing career development through active and self-motivated professional development.

Knowledge of Student Information Systems is highly desirable.

Strong knowledge and experience in JavaScript, jQuery, HTML CSS, PHP , .NET or Web Vistas web framework for creating user interfaces.

Strong knowledge of SQL , PL SQL, and Stored procedures.

Must have a working experience with atleast two of the following relational databases: Oracle (release: 10G, 11G), MSSQL (release: 2005, 2008, 2008R2, 2012), MySQL (release: 5.1, 5.5, 5.6).

Training and knowledge of security practices and concepts for of RDMBS systems.

Must have a working knowledge of UNIX Linux (Red Hat, Ubuntu) and Microsoft families of Operating Systems (2003, 2008R2, XP, Windows 7).

Strong analytical and problem solving skills, demonstrated through troubleshooting complex technical problems.

Experience developing real-time and ad hoc data import interfaces.

Ability to develop reports using SITS reporting tool, Crystal Reports, or data extract queries.



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Good understanding and practical experience using many of the following; core Object Oriented Analysis and Design concepts, design techniques and patterns, UML, XML, Struts and Spring frameworks, ORM libraries such as Hibernate, configuration management concepts and tools (e.g. build management source control repositories), such as Perforce, SVN, Git, Ant, Maven.

Good understanding and hands-on experience in testing best practices concepts and testing tools (e.g. JUnit, Cucumber, and concepts)

Very good understanding and experience with data modeling, data mapping.

Hands-on experience in web and application servers concepts (e.g. Apache, IIS, Tomcat, JBoss, etc.).

Working knowledge of SDLC methodologies.

Knowledge of database tools utilities (TOAD for Oracle, SQL Developer, Microsoft Visual Studio, Oracle Enterprise Manager).

Knowledge of database monitoring tools (Oracle Enterprise Manager (OEM), System Centre Operations Manager (SCOM), MySQL Enterprise Manager (MEM)).

Experience implementing packaged solutions, and integration with legacy systems.

Some familiarity with designing and developing applications for mobile devices would be beneficial.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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 - 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.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

Information Systems Knowledge - Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18136
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E **Business Title:** Team Lead
Department: UBC IT - Web Services
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-17 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-28 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Team Lead manages and mentors staff in the day-to-day performance of work, participates in the development of resource plans, and provides technical leadership within various product and service lines. The Team Lead will use their web development expertise to support the professional development of the team and their strategic planning to continue developing the services offered by the team.

UBC IT Web Services is a full service web development team that works with a wide range of faculties and departments to deliver educational services and information to students, researchers, staff, industry and community over the internet to any device, anywhere, anytime.

The Team Lead thrives working directly with faculty and departmental leadership to understand their business needs and ensure the web services team is best able to meet them. The Team Lead will use their high energy, communication skills and web technical experience to continue evolving the team.

Organizational Status

Interacts directly with other University technology professionals and with faculty, staff and students at multiple levels in UBC. Reports to the Manager, Web Services, UBC-IT.

Work Performed

Specific Duties:

- Creates professional development plans for the team members.
- Is the first point of escalation for technical or project related issues.
- Actively enhances and introduces and products and services that allow Web Services to meet strategic goals.
- Collaborates with the Project Coordinator in ensuring current projects meet budget and timelines.
- Collaborates with the team Manager in ensuring prospective clients understand the services offered by the team and develops project proposals for them
- Actively solicits new clients and projects
- Architects and develops web projects



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- Works directly with clients to clarify their business needs and propose solutions to meet those needs.
- Works with other developers, UX designers, creative designers, network management, systems management and DBAs to architect, develop and launch websites.
- Provides regular project updates to clients.

Core Duties:

- Manages staff in the day-to-day performance of work, provides leadership and mentoring, and uses a wide range of tools and techniques to create and maintain a collaborative, motivated and positive team atmosphere.
- Participates in the development of resource plans to meet staffing, space and equipment requirements. Coordinates and distributes work, monitors workloads and backlogs and makes necessary adjustments. Participates in the recruitment of new staff within respective team.
- Works with staff, project teams and other service providers to manage and coordinate work efforts. Ensures all resources understand and follow appropriate methods, procedures and techniques to successfully complete assigned tasks within committed timeframes and standards.
- Provides input into staff performance assessments, learning and development requirements, and recognition and reward recommendations.
- Provides career planning advice to staff and creates development plans to help staff achieve their career goals including assigning work which leverages their skills and capabilities and provides them with opportunities for learning.
- Develops and implements procedures, methods, standards and controls to foster operational efficiency, monitor compliance, and mitigate risks to achieve team results.
- Performs the more complex elements of the work, applying an advanced level of technical expertise and judgement to achieve desired work outcomes.
- Leads or participates in the selection and negotiation of vendor contracts.
- May serve as a Project Manager on projects and would be responsible for the overall management and success of the project.
- Responsible for product expertise which would include development of new systems, acquisition of new software or hardware packages, changes and enhancements.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works autonomously in accordance with general instructions as to methods and procedures. Work is reviewed in terms of achievement of desired results.

Works under the general direction of the Manager, Web Services, UBC-IT. Results are reviewed for achievement of overall and long term objectives.

Supervision Given

May provide guidance, coaching and technical leadership to, and provide feedback on performance of the Programmer Analysts and Project Coordinator.

In a project lead role, the Team Lead may direct and supervises work of other Programmer Analysts, Business Analysts, QAs, users and other staff assigned to projects.

Consequence of Error/Judgement

The position takes an active, participatory role in ensuring the quality of, the reliability and high availability of UBC websites, problem analysis and resolution, and ensuring services meet or exceed customer service levels at all times.

Qualifications



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Undergraduate degree in a relevant discipline. A minimum of 8 years of experience and 2 years of managerial experience or the equivalent combination of education and experience. 1 year of experience leading a web development team

- Providing coaching on development best practices
- Identifying and initiating programs to introduce new services

5 years of relevant web architect and development expertise, including:

- Strong front-end (Javascript, CSS and jQuery) expertise;
- Strong Drupal theming expertise;
- Ability to modify and develop Drupal modules;
- Responsive web development considered an asset.

5 years of client relationship experience, including:

- Requirements elicitation;
- Project coordination;
- Proposing technical solutions that meet client's business needs

Demonstrated career development through active and self-motivated professional development.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - 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 - 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.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Developing Others - Provides guidance to others on ways of increasing their contribution to the mission, objectives, and values of the organization. Involves individuals in identifying developmental opportunities and provides feedback and recommendations. Involves others in setting development plans. Allocates resources for learning. Responds to requests for solutions to developmental problems.

Strategic Technology Planning - Investigates technology practices, priorities, and direction. Uses the strategic technology plan to set objectives and action plans for a specific work area.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome



The University of British Columbia

Staff Job Postings

applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18171
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E **Business Title:** Senior Programmer Analyst
Department: UBC IT - IT Application Devlp
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The Senior Programmer Analyst leads the analysis, design and review of existing or proposed system features and requirements and devises computer programs, systems and related procedures.

The Senior Programmer Analyst has a broad knowledge of BI reporting tools. In BI Reporting, the Senior Programmer Analyst will lead the development and sustainment of business intelligence reports as part of the Integrated Reporting program. This includes understanding the requirements of the end to end BI solution, defining the standards and best practices for the development team, and conducting code reviews for junior Programmer Analysts.

Organizational Status

The Senior Programmer Analyst II (BI Reporting) reports to the Project Manager II for project activities and the operational support Manager for Enterprise Data Warehouse sustainment activities. The role will involve substantial collaboration with other programmer analysts involved in the data model, Extract Transform Load, and report development as well as quality assurance and technical architects. There will also be frequent interaction with end-users to confirm that report design meet requirements and pass user acceptance testing.

Work Performed

Specific Duties

- Leads testing and performance tuning for the development team, including defining approach and scope of testing for OBIEE reports and data model, OBIEE application install and configuration, OBIEE code .migration and Multi-User Development (MUD) environment set-up and maintenance.
- Leads development of reporting end-user security access model.
- Designs, develops, performance tunes and unit tests reporting and dashboards using the Oracle BI suite to support project teams and end users and provides documentation and training as required.
- Defines standards, conducts code reviews and establishes best practices for other Programmer Analysts and other developers for:
 - o Detailed Design of BI layer data model, reports and dashboards.
 - o Development of common test data and test conditions.
 - o Development and test of BI reports dashboards and RPD BI Layer.



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- Define Oracle BI development programming and coding standards and best practices to the development team.
- As the OBIEE subject matter expert, provide expertise to other report developers within the university community (e.g. review code, investigate defects, development standards best practices).
- Planning and delivery of end-user training.
- Provides technical expertise to users with building and tuning reports.
- Delivers report enhancements and data model extension.
- Training and knowledge transfer of technology and functionality.
- Designs and develops the OBIEE Answers analyses and dashboards including, graphs and charts.
- Develops automated reporting using OBIEE BI publisher.
- Plans and conducts report testing and data validation.
- Troubleshoots problems and participate in quality assurance testing.
- Documents designs, test, development standards and best practices, and end-user training material.
- Develops reports in other BI tools (Crystal, Tableau) as required.

Core Duties:

- Provides technical leadership in the analysis and review of existing or proposed system features and integration, security, scalability and performance requirements with users, business analysts, architects and team members.
- Leads the evaluation and selection process for application packages, and advises on options, risk, cost vs. benefits, and impacts on business processes and goals.
- Develops system test plans, oversees testing of new or modified applications and ensures applications meet specifications.
- Develops integration plans and ensures for the incorporation of plans into integration testing process.
- Ensures documentation of functions and changes to new or modified modules, tests activities results, error handling and backup recovery procedures.
- Designs, develops and programs specialized custom software, prepares functional specifications, and builds prototypes.
- Provides expert advice on complex system design issues and contributes to ongoing planning and development of systems enhancements.
- Packages in house developed applications for production or integrates vendor supplied applications.
- May manage small to medium sized projects.
- Provides technical expertise, training, and consultation to other staff.
- Provides ongoing maintenance and operational support for applications.
- Supports software development lifecycle and applies and follows appropriate programming development methodologies and best practices as instructed.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the direction of the Project Manager II for project activities and the Operations Manager for sustainment activities as part of the Integrated Reporting program within UBC IT.

Supervision Given

Expected to provide leadership and mentoring to programmer analysts and supervision for contractor and third-party resources.

Consequence of Error/Judgement



UBC IT provides enterprise technology solutions to the university community. Decisions and actions taken by the Senior Programmer Analyst II (BI Reporting) will have a direct impact on how efficiently and effectively the systems and processes will perform and function. Errors in judgment, poor analysis, or failure to act decisively could have a detrimental effect and adversely impact the university community, affecting up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Unreliable systems or failure to meet contractual obligations for performance and availability will damage the reputation of UBC IT and UBC.

Qualifications

Undergraduate degree in a relevant discipline. A minimum of 8 years of experience and 2 years of managerial experience or the equivalent combination of education and experience. Experience in large scale IT application development and operational support. OBIEE 11G installation, administration, management and Business Intelligence Reporting experience.

Expert experience with OBIEE Foundation Suite 11G tools: BI Answers ad-hoc query and reporting and Dashboard development, BI Publisher, Scorecard, Mobile, Hyperion Essbase cube development.

Expert experience with OBIEE 11G Repository (RPD) development.

Experience with dimensional data modeling.

Experience with Oracle Database tools such as TOAD.

Familiarity with other Business Intelligence reporting tools (Business Objects Crystal, Tableau, Microstrategy).

Familiarity with PeopleSoft HR and Finance ERP systems.

Familiarity with data warehousing and data management concepts (Data Quality, MDM, metadata management).

Experience Oracle Business Intelligence Applications (Financial Human Resource Student Analytics) preferred.

Experience with Java and XML programming preferred.

Experience with Oracle 11G relational database and ETL tools.

Experience with other BI tools such as Microstrategy, Business Objects, Cognos, Tableau.

Ability to work independently with minimal assistance.

Understanding of Dimensional Modeling.

Ability to collaborate with business and I.T. organization.

Ability to work quickly and under tight delivery deadlines with focus on details.

Interface with key customers from all functional area.

Ability to write and tune complex SQL and PL SQL programs.

Understanding of repository objects designed from ROLAP data models, hierarchies, levels,

Understanding of OBIEE ad-hoc reports development process.

Must have an understanding of creating maps interactive dashboard catalog objects.

Ability to identify, clarify, and resolve testing issues and risks, escalating them as needed,

Knowledge of how to develop the package reporting application.

Ability to review ongoing and proposed projects to identify opportunities for reuse and process improvement.

Good understanding of Waterfall and Agile Scrum development methodologies,

Proficient in OBIEE BI Publisher development including creation of XML data templates,

Able to articulate technical concepts in non-technical terms.

Resourceful and quick learner, able to efficiently seek out, learn, & apply new areas of expertise as needed.

Strong track record of understanding and interest in current and emerging technologies, demonstrated through training, job experience and or industry activities.

Strong team player - collaborates well with others to solve problems and actively incorporates input from various sources.

Ability to drive work effort from a customer focus perspective - evaluates decisions through the eyes of the customer, builds strong customer relationships and creates processes with customer viewpoint.

Strong analytical skills - strong problem solving skills, communicates in a clear and succinct manner and effectively evaluates information data to make decisions, anticipates obstacles and develops plans to resolve.

Collaboration - 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.

Communication for Results - 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 - 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.

Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Business Process Knowledge - Describes and documents critical cross-functional business process flows. Applies business process reengineering techniques and methods in analyzing process flow and accountability charts. Recommends and advocates substantive process enhancements and assesses both internal and external implications.

Information Systems Knowledge - Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs. Creates information system solutions to meet the needs of business stakeholders. Partners with appropriate technical consultants, experts, and managers to resolves complex problems across all IT solutions.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18184
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E **Business Title:** Senior Project Manager, Small Projects Team
Department: UBC IT - IT Application Devlp
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The Senior Project Manager manages all aspects of the development and implementation of large, multifaceted projects and takes projects from original concept through to final implementation.

The Senior Project Manager, Small Projects Team directs and coordinates a cross-functional team and manages inter-project dependencies and communication. The Senior Project Manager ensures that the formal project management methodologies established by UBC IT are followed and used to their best advantage. The Senior Project Manager, Small Projects Team designs, develops and oversees extensions for the current project management practice within UBC IT specifically in the areas of Project Implementation and Delivery.

The Senior Project Manager, Small Projects Team works collaboratively with key stakeholders, including University senior management to implement and deliver projects as assigned via the Project Assessments and Demand Management group.

The incumbent develops and oversees project plans, schedules, resources, budgets and establishes metrics to monitor the quality of deliverables and the level of customer satisfaction. The role provides regular status reports to project steering committees and escalates issues as required. This position manages and leads multiple, concurrent, unique projects which may be unrelated to each other and fall under separate project streams.

Organizational Status

The Senior Project Manager, Small Projects Team reports to the Senior Manager, Quality and Methods, while working closely with senior management and staff in UBC IT, and other administrative and academic units throughout the organization. This position has interdependencies with all groups within UBC IT and selected vendors providing ongoing contracted services to UBC Information Technology.

Work Performed

Specific Duties:

- Leads and manages the Small Projects Team for all project requests assigned by the Assessments and Demand Management group including complex enterprise-level projects related to information systems and business processes that involve UBC IT and the greater UBC community. Examples of such projects are: The design and replacement of the EMR system at the Student Health Services Clinic or design and build out of the researcher CV management system.



- Direct a team of Business Analysts, Programmer Analysts, Quality Assurance staff, SMEs and other technical staff from all areas within UBC IT to implement multiple projects concurrently.
- The projects managed by the Senior Project Manager, Small Projects Team will be those projects which do not fit within the purview of the three major Program groups within Application Development Services within UBC IT. The Senior Project Manager will be responsible for staffing assigned projects either by seconding staff already on site at UBC or by arranging contracts for the necessary skill sets and capacity.

Core Duties:

- Initiates projects following appropriate project management methodology including gathering and defining comprehensive project requirements, ensuring for strategic alignment, developing project charters, project plans, budgets and schedules, determining staffing requirements, and forming cross-functional project teams.
- Defines and follows project management methods, procedures, and quality objectives, including metrics for assessing progress.
- Balances workload, provides technical and analytical guidance and work direction to project team, including scheduling, assignment of work, review of project efforts and removal of roadblocks which inhibit project success.
- Ensures that all team members have the tools and training required to perform effectively, and provides the team with constructive feedback as it pertains to project performance.
- Assesses variances from the project plans, budgets and schedules, develops and implements changes as necessary to ensure that the project remains within specified scope and is within time, cost, and quality objectives, and keeps management aware of the situation.
- Evaluates and ensures for sponsor client satisfaction at project completion.
- Drafts contracts and Service Level Agreements and manages RFIs RFPs for evaluation, selection and procurement of products and or services from vendors.
- Identifies potential areas for improvement in current methodologies and provides coaching to project managers.
- Develops and maintains a productive working relationship with project sponsors, vendors and key clients.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the administrative direction of the Senior Manager Quality and Methods, UBC Information Technology. The Senior Project Manager, Small Projects Team must be able to work independently and assume full responsibility for their decisions. Work is reviewed in terms of technical vision and the achievement of specific strategic goals.

Supervision Given

May manage staff directly and indirectly through subordinates. Plans, directs and supervises work of project managers, solution architects, intermediate analysts, programmers, consultants, business analysts, quality assurance analysts, and other staff assigned to Small Projects Team activities. Direction responsibilities may include technical and user staff from within all departments and areas within UBC IT, academic departments, customers, and other administrative units around campus.

Consequence of Error/Judgement

Information Technology plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The Senior Project Manager plays a significant role in the implementation of enterprise-wide systems and processes. Should these projects not be completed successfully or the results not support the activities of the University, this would compromise the University's ability to achieve its strategic goals and vision. Inability of systems and processes to support the University's needs could seriously compromise daily business and activities at the University. This position must assume responsibility for project decisions that could cost the University millions of dollars. This position must be able to foresee potential problems before they occur and take corrective action.

Qualifications



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Undergraduate degree in a relevant discipline. Degree in an IT or Business Administration related discipline preferred.

Demonstrated ongoing career development through active and self-motivated professional development in the field of project management.

Project Management Professional designation is an asset. A minimum of 8 years of experience and 2 years of managerial experience or the equivalent combination of education and experience. IT-related experience demonstrating progressive responsibility, preferably in a University or other public sector environment as well as experience in the role of project manager, managing, developing and implementing many concurrent small to mid-sized projects is required.

Experience with COTs projects and implementation is required.

Experience in change management, budget development, financial management, and risk management.

Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources.

Good knowledge of applications development methodologies.

Knowledge of IT application development and implementation best practices, "rules of thumb", and benchmarks.

An understanding of key trends and players in the IT industry.

Ability to effectively facilitate groups to achieve appropriate outcome.

Ability to develop and deliver effective presentations and workshops.

Ability to identify, obtain and effectively manage organizational resources (e.g., people, materials, assets, budgets).

Effective leadership, consulting, consensus building, conflict resolution, and negotiation and team-building skills are an asset.

Ability to build relationships, consult with customers and potential customers.

Ability to effectively manage multiple tasks and priorities, work in a fast-paced environment, and manage responsibilities and tasks to meet time sensitive, critical deadlines.

Collaboration - Identifies and improves communication to bring conflict within the team into the open and facilitate resolution.

Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team strategy and processes.

Communication for Results - Converses with, writes strategic documents for, and creates delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.

Problem Solving - 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.

Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.



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Analytical Thinking - Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Business Enterprise Knowledge - 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.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18183
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E **Business Title:** Senior Project Manager, Assessments & Demand Mgmt
Department: UBC IT - IT Application Devlp
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-25 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The Senior Project Manager manages all aspects of the development and implementation of large, multifaceted projects and takes projects from original concept through to final implementation. The Senior Project Manager, Assessments and Demand Management establishes the solution landscape that defines the final solution to be implemented by delivery teams.

The Senior Project Manager, Assessments and Demand Management directs and coordinates a cross-functional team and manages inter-project dependencies and communication. The Senior Project Manager ensures that the formal project management methodologies established by UBC IT are followed and used to their best advantage. The Senior Project Manager, Assessments and Demand Management designs, develops and oversees extensions for the current project management practice within UBC IT specifically in the areas of Project Request Assessments and Demand Management.

The Senior Project Manager, Assessments and Demand Management works collaboratively with key stakeholders, including University senior management to determine rough order of magnitude costing, multiple potential viable solutions, value of proposed projects in relation to inflight projects, value of proposed projects in relation to planned projects, likely skill sets required for implementation, Subject Matter Expert availability for proposed projects and a rough order of priority recommendation. The incumbent develops and oversees project plans, schedules, resources, budgets and establishes metrics to monitor the quality of deliverables and the level of customer satisfaction. The role provides regular status reports to UBC IT SMT (Senior Management Team) and escalates issues as required.

Organizational Status

The Senior Project Manager, Assessments and Demand Management reports to the Senior Manager, Quality and Methods, while working closely with senior management and staff in UBC IT, and other administrative and academic units throughout the organization. This position has interdependencies with all groups within UBC IT and selected vendors providing ongoing contracted services to UBC Information Technology.

Work Performed

Specific Duties:

- Leads and manages the assessments and demand management of an and all project requests coming in to UBC IT including complex



enterprise-level projects related to information systems and business processes that involve UBC IT and the greater UBC community.

Examples of such projects are: The implementation of the new university wide budgeting system, the design and deployment of the Virtual desktop infrastructure, design and replacement of the EMR system at the Student Health Services Clinic, design and build out of the researcher CV management system or the implementation of the new enterprise email service for faculty and staff.

- Direct a team of Solution Architects, Business Analysts, Customer Service Managers, subject matter experts and other technical staff from all areas within UBC IT to:
- Confirm alignment with UBC and UBC IT strategic goals and Enterprise Architecture blueprint
- Establish level of rigor to apply following the IIO framework
- Determine value of new requests in relation to other proposed projects
- Determine value of new requests in relation to inflight projects
- Define likely skill sets required for implementation
- Determine human capacity fit
- Recommend order of project priority
- Define impacts of project priority switching
- Determine SME availability
- Develop High level (ROM) costing
- Develop Multiple reasonable solutions
- Produce a Service Design Package solution that defines the resulting Project Charter
- Determine and transition to the appropriate delivery team

Core Duties:

- Initiates projects following appropriate project management methodology including gathering and defining comprehensive project requirements, ensuring for strategic alignment, developing project charters, project plans, budgets and schedules, determining staffing requirements, and forming cross-functional project teams.
- Defines and follows project management methods, procedures, and quality objectives, including metrics for assessing progress.
- Balances workload, provides technical and analytical guidance and work direction to project team, including scheduling, assignment of work, review of project efforts and removal of roadblocks which inhibit project success.
- Ensures that all team members have the tools and training required to perform effectively, and provides the team with constructive feedback as it pertains to project performance.
- Assesses variances from the project plans, budgets and schedules, develops and implements changes as necessary to ensure that the project remains within specified scope and is within time, cost, and quality objectives, and keeps management aware of the situation.
- Evaluates and ensures for sponsor client satisfaction at project completion.
- Drafts contracts and Service Level Agreements and manages RFIs RFPs for evaluation, selection and procurement of products and or services from vendors.
- Identifies potential areas for improvement in current methodologies and provides coaching to project managers.
- Develops and maintains a productive working relationship with project sponsors, vendors and key clients.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the administrative direction of the Senior Manager Quality and Methods, UBC Information Technology. The Senior Project Manager, assessments and Demand Management must be able to work independently and assume full responsibility for their decisions. Work is reviewed in terms of technical vision and the achievement of specific strategic goals.

Supervision Given

May manage staff directly and indirectly through subordinates. Plans, directs and supervises work of project managers, solution architects, intermediate analysts, programmers, consultants, business analysts, quality assurance analysts, and other staff assigned to assessments and demand management activities. Direction responsibilities may include technical and user staff from within all departments and areas within UBC IT, academic departments, customers, and other administrative units around campus.



Consequence of Error/Judgement

Information Technology plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The Senior Project Manager plays a significant role in the implementation of enterprise-wide systems and processes. Should these projects not be completed successfully or the results not support the activities of the University, this would compromise the University's ability to achieve its strategic goals and vision. Inability of systems and processes to support the University's needs could seriously compromise daily business and activities at the University. This position must assume responsibility for project decisions that could cost the University millions of dollars. This position must be able to foresee potential problems before they occur and take corrective action.

Qualifications

Undergraduate degree in a relevant discipline. Degree in an IT or Business Administration related discipline preferred.

Demonstrated ongoing career development through active and self-motivated professional development in the field of project management.

Project Management Professional designation is an asset. Technical expertise in a broad range of areas is required. A minimum of 8 years of experience and 2 years of managerial experience or the equivalent combination of education and experience. IT-related experience demonstrating progressive responsibility, preferably in a University or other public sector environment as well as experience in the role of project manager, managing, developing and implementing large scale IT systems or processes is required.

Experience with COTs projects and implementation is required.

Experience in change management, budget development, financial management, and risk management.

Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources.

Good knowledge of applications development methodologies.

Knowledge of IT application development and implementation best practices, "rules of thumb", and benchmarks.

An understanding of key trends and players in the IT industry.

Ability to effectively facilitate groups to achieve appropriate outcome.

Ability to develop and deliver effective presentations and workshops.

Ability to identify, obtain and effectively manage organizational resources (e.g., people, materials, assets, budgets).

Effective leadership, consulting, consensus building, conflict resolution, and negotiation and team-building skills are an asset.

Ability to build relationships, consult with customers and potential customers.

Ability to effectively manage multiple tasks and priorities, work in a fast-paced environment, and manage responsibilities and tasks to meet time sensitive, critical deadlines.

Collaboration - Identifies and improves communication to bring conflict within the team into the open and facilitate resolution.

Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team strategy and processes.

Communication for Results - Converses with, writes strategic documents for, and creates delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.



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Problem Solving - 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.

Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking - Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Business Enterprise Knowledge - 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.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18154
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E2 **Business Title:** Senior Project Manager, Organizational Change
Department: UBC IT - IT Application Devlp
Salary: \$83,293.00 - \$104,115.00 (Annual)
Full/Part Time: Full-Time **Ongoing:** Yes
Desired Start Date: 2014-04-23
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-30 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Senior Project Manager manages all aspects of the development and implementation of large, multifaceted projects and takes projects from original concept through to final implementation.

The incumbent directs and coordinates a cross-functional team and manages inter-project change dependencies and communication. The Senior Project Manager, Organizational Change ensures that the formal project management and change methodologies established by UBC IT's Project Management Office (PMO), are followed, and that any gaps in these methodologies are remediated accordingly . The incumbent develops and oversees change management plans, schedules, resources, budgets and establishes metrics to monitor the quality of deliverables and the level of customer satisfaction. The role provides regular status reports to the Program Manager and to governance bodies such as the project Steering Committee(s) and escalates issues as required. The Senior Project Manager, Organizational Change works collaboratively with key stakeholders, including University senior management.

Organizational Status

The Senior Project Manager, Organizational Change reports to the Program Manager, Application Development Services, while working closely with senior management and staff in UBC IT, and other administrative and academic units.

Work Performed

Specific Duties:

- The Senior Project Manager, Organizational Change leads and manages complex enterprise-level change management projects related to information systems and business processes that involve UBC IT and the greater UBC community. Examples of projects include the change management associated with the design, build and implementation of a custom-built, major module in the finance or supply chain areas, or change management necessary for the analysis, configuration and implementation of a module in a commercial, off-the-shelf (COTS) system such as PeopleSoft.
- Engages key faculty, operational and administrative staff, and builds organization readiness through a multi-faceted communications strategy. Initiates the change management components of projects following appropriate project change management methodology including building awareness through ADKAR (awareness, desire, knowledge, ability, reinforcement, reinforcement).

Core Duties:



- Initiates projects following appropriate project management methodology including gathering and defining comprehensive project requirements, ensuring for strategic alignment, developing project charters, project plans, budgets and schedules, determining staffing requirements, and forming cross-functional project teams.
- Defines and follows project management methods, procedures, and quality objectives, including metrics for assessing progress.
- Balances workload, provides technical and analytical guidance and work direction to project team, including scheduling, assignment of work, review of project efforts and removal of roadblocks which inhibit project success.
- Ensures that all team members have the tools and training required to perform effectively, and provides the team with constructive feedback as it pertains to project performance.
- Assesses variances from the project plans, budgets and schedules, develops and implements changes as necessary to ensure that the project remains within specified scope and is within time, cost, and quality objectives, and keeps management aware of the situation.
- Evaluates and ensures for sponsor client satisfaction at project completion.
- Drafts contracts and Service Level Agreements and manages RFIs RFPs for evaluation, selection and procurement of products and or services from vendors.
- Identifies potential areas for improvement in current methodologies and provides coaching to project managers.
- Develops and maintains a productive working relationship with project sponsors, vendors and key clients.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works within general technical and administrative parameters. The Senior Project Manager, Organizational Change must be able to work independently and assume full responsibility for their decisions. Work is reviewed in terms of technical vision and the achievement of specific strategic goals.

Supervision Given

May manage staff directly and indirectly through subordinates. Plans, directs and supervises work of change specialists, and will work in varying capacities with senior systems analysts, intermediate analysts, programmers, consultants, business analysts, quality assurance analysts, and other staff assigned to change management projects. Direction responsibilities may include technical and user staff from UBC IT Infrastructure, UBC IT Support, UBC IT Applications, academic departments, customers, and other administrative units around campus.

Consequence of Error/Judgement

Information Technology plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The Senior Project Manager, Organizational Change plays a significant role in the implementation of enterprise-wide systems and processes. Should these projects not be completed successfully or the results not support the activities of the University, this would compromise the University's ability to achieve its strategic goals and vision. Inability of systems and processes to support the University's needs could seriously compromise daily business and activities at the University. This position must assume responsibility for project decisions that could cost the University millions of dollars. This position must be able to foresee potential problems before they occur and take corrective action.

Qualifications

Undergraduate degree in a relevant discipline. Post-graduate degree may be required for specialized positions. Degree in Human Resources, IT or Business Administration preferred. Demonstrated ongoing career development through active and self-motivated professional development in the field of change management.

Project Management Professional designation is an asset. Minimum of 9 years experience or the equivalent combination of education and experience. Supervisory experience may be required. Technical expertise in a highly specialized area required. Minimum years of experience include 4 years in the role of change manager, managing, developing and implementing large change management initiatives.



Supervisory experience required.

Change management experience in commercial, off-the-shelf (COTS) systems, and custom systems.

Domain experience in finance, supply chain, human resources and payroll.

Experience in, budget development, financial management, and risk management.

Experience demonstrating progressive responsibility, preferably in a University or other public sector environment or the equivalent combination of education and experience.

Change management experience for IT, preferably in a large and complex environment. Change management project experience in a higher-education environment, in policy and regulatory compliance situations is preferred.

Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate the change management component of projects within allocated time and resources.

Ability to effectively facilitate groups to achieve appropriate outcome.

Ability to develop and deliver effective presentations and workshops.

Ability to identify, obtain, and effectively manage organizational resources (e.g., people, materials, assets, budgets).

Effective leadership, consulting, consensus building, conflict resolution, and negotiation and team-building skills are an asset.

Ability to build relationships, consult with customers and potential customers.

Ability to effectively manage multiple tasks and priorities, work in a fast-paced environment, and manage responsibilities and tasks to meet time sensitive, critical deadlines.

Collaboration - Identifies and improves communication to bring conflict within the team into the open and facilitate resolution.

Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team strategy and processes.

Communication for Results - Converses with, writes strategic documents for, and creates delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.

Problem Solving - 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.

Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking - Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Business Enterprise Knowledge - 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



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the integration and alignment of technology and business functions, focusing on the strategic value provided.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 17650 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E2 **Business Title:** Senior Project Manager, Security
Department: UBC IT - Enterprise Architectr
Salary: \$83,293.00 - \$104,115.00 (Annual)
Full/Part Time: Full-Time **Ongoing:** Yes
Desired Start Date: 2014-02-13
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

Job Summary

The Senior Security Project Manager manages all aspects of the development and implementation of large, multifaceted initiatives and projects from original concept through to final implementation. This position will be responsible for managing the strategy and planning for enterprise-wide information security compliance, liaising with UBC's Legal Counsel, the Privacy Office, Risk Management Services and all units of UBC IT.

Organizational Status

The Senior Project Manager reports to the Director, Enterprise Architecture while working closely with senior management and staff in UBC IT, Office of the University Counsel, Risk Management Services and other administrative and academic units.

Work Performed

Specific Duties:

- The Senior Security Project Manager provides overall management of complex enterprise-wide projects related to Information Security in a complex, campus-wide University environment.
- Assesses requirements, ensuring strategic alignment, developing and adhering to project plans and developing and putting into place measures to ensure project requirements and deliverables will be met.
- Establish, implement and manage an enterprise-wide security program.
- The Senior Project Manager will have input into policy setting in the area of Information Security and will be a key member of Information Security governance groups at UBC such as the IAM Steering Committee, the Information Security Governance Committee, and UBC's Personal Information Task Force.
- Responsible for delivering strategy and planning for enterprise-wide information security compliance, liaising with UBC's Risk Management Services, Office of the University Counsel, and all units of UBC IT.
- Provides leadership to the Application Development and Security Operations teams in the integration of information security into organizational IT processes and development practices.
- Provides leadership, direction and guidance to project teams, assessing staffing requirements, workload, scheduling, and skillsets required for information security projects.
- Establish and put in place controls to ensure projects are on track and to address roadblocks.
- Plans directs and supervises the work of project members including but not limited to managers, analysts, programmers,



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consultants, and other staff assigned to related projects.

- Defines and puts in place metrics and regular reporting for measuring and communicating security compliance
- Ensure security risk assessments of University practices and technologies (operational and systems under development).
- Identifying security issues and risks, developing mitigation plans and driving issues to resolution.
- Establishes credibility and maintains strong working relationships with groups involved with information security matters (UBC Legal, Risk Management, Internal Audit, Enterprise Architecture, UBC Physical Security, UBC Infrastructure, Application Development Services (ADS) etc.)
- Responsible for building information security as a core competency in our faculty and staff; this includes providing education and training to the organization.
- Works proactively with teams to ensure compliance objectives are met.
- Evaluates complex business and technical requirements, and communicates inherent security risks and solutions to technical and non-technical business owners.
- Delivers findings, recommendations and remediation steps for all activities.
- Communicates findings and security reports to senior leaders and executives.

Core Duties:

- Initiates projects following appropriate project management methodology including gathering and defining comprehensive project requirements, ensuring for strategic alignment, developing project charters, project plans, budgets and schedules, determining staffing requirements, and forming cross-functional project teams.
 - Defines and follows project management methods, procedures, and quality objectives, including metrics for assessing progress.
 - Balances workload, provides technical and analytical guidance and work direction to project team, including scheduling, assignment of work, review of project efforts and removal of roadblocks which inhibit project success.
 - Ensures that all team members have the tools and training required to perform effectively, and provides the team with constructive feedback as it pertains to project performance.
 - Assesses variances from the project plans, budgets and schedules, develops and implements changes as necessary to ensure that the project remains within specified scope and is within time, cost, and quality objectives, and keeps management aware of the situation.
 - Evaluates and ensures for sponsor client satisfaction at project completion.
 - Drafts contracts and Service Level Agreements and manages RFIs RFPs for evaluation, selection and procurement of products and or services from vendors.
 - Identifies potential areas for improvement in current methodologies and provides coaching to project managers.
 - Develops and maintains a productive working relationship with project sponsors, vendors and key clients.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works within general technical and administrative parameters. The Senior Project Manager must be able to work independently and assume full responsibility for their decisions. Work is reviewed in terms of technical vision and the achievement of specific strategic goals.

Supervision Given

May manage staff directly and indirectly through subordinates. Plans, directs and supervises work of project managers, senior systems analysts, intermediate analysts, programmers, consultants, business analysts, quality assurance analysts, and other staff assigned to projects. Project direction responsibilities may include technical and user staff from UBC IT Infrastructure, UBC IT Support, UBC IT Applications, academic departments, customers, and other administrative units around campus.

Consequence of Error/Judgement

Information Technology plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The Senior Project Manager plays a significant role in the implementation of enterprise-wide systems and processes.



Should these projects not be completed successfully or the results not support the activities of the University, this would compromise the University's ability to achieve its strategic goals and vision. Inability of systems and processes to support the University's needs could seriously compromise daily business and activities at the University. This position must assume responsibility for project decisions that could cost the University millions of dollars. This position must be able to foresee potential problems before they occur and take corrective action.

Qualifications

Undergraduate degree in a relevant discipline. Post-graduate degree may be required for specialized positions. - Masters Degree preferred. Minimum of 9 years experience or the equivalent combination of education and experience. Supervisory experience may be required. Technical expertise in a highly specialized area required. - Years of experience include managerial experience plus specialized experience in the design and implementation of major initiatives. Information security or related experience is required.

- Minimum 8-years of information security or related experience.
- Skilled in risk management, business risk analysis and making complex business risk trade-off recommendations and decisions.
- Strong knowledge in current security threats, trends and mitigations.
- Detailed technical knowledge in security engineering, system and network security, authentication and security protocols.
- Detailed knowledge of system security vulnerabilities and remediation techniques, including penetration testing and the development of exploits.
- Extensive project management experience.
- Executive-level written and verbal communication skills.
- Excellent leadership, teamwork and collaboration skills.
- Experience with assessing existing IT environments for operational risk and remediation.
- Experience conducting acquisition and partner due diligence, including delivery of risk analysis reports of findings is desirable.
- Experience with service-oriented architectures and web services security.
- Experience in design and delivery of enterprise-level security programs.
- Related compliance experience desirable: FIPPA, PCI, GLBA, SAS70, SOX, CISSP, CISA, CISM, CRISC and or other security certifications preferred.

Collaboration - Identifies and improves communication to bring conflict within the team into the open and facilitate resolution. Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team strategy and processes.

Communication for Results - Converses with, writes strategic documents for, and creates delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.

Problem Solving - 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.

Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met



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for initiatives within area of responsibility.

Analytical Thinking - Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Business Enterprise Knowledge - 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.

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Job Posting

Job ID: 18153
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level G **Business Title:** Associate Director, Research Computing Services
Department: UBC IT - Client Services
Salary: \$98,962.00 - \$123,702.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-23 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-30 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Director provides strategic executive leadership and technical expertise to senior technology staff and managers engaged in the planning, implementation and management of multiple large and complex information systems to support long term strategic goals.

Specifically, the Associate Director of Research Computing Services leads UBC IT Department resources University-wide in providing valuable technology services to the university's research community in close collaboration with the Office of the Vice President Research & International, UBC Okanagan's Vice Principal Research office, Faculty research support offices, technology groups in UBC IT, technology groups in Faculties and Departments, Library, BCNET, and Compute Canada.

Organizational Status

The Associate Director Research Computing Services reports to the Deputy Chief Information Officer, Vancouver campus, with a secondary line to the Deputy Chief Information Officer, Okanagan campus. He or she is accountable to:

- Individual researchers using the Services for quality and scope of work.
- The Associate Vice President Research and Vice-Principal Research and Innovation for system-wide strategy in research computing, scope of central service offerings through the UBC IT Department and quality of central research computing services offered to UBC's researchers.
- IT Directors in the Faculties for effective collaboration with IT staff embedded in Departments and research teams.
- Directors in the UBC IT for effective use of technical staff and resources under their line management.

Work Performed

Specific Duties:

- Leads the development and ongoing maintenance for strategy for UBC IT's role in research IT support across the system.
- Creates and fosters strategic partnerships and influential relationships with senior research support leaders in Faculties, Departments and the central administration, such as Associate Deans Research and members of the UBC Okanagan's Vice Principal Research office.
- As facilitative leader, meets with research faculty to understand their needs for IT services across all disciplines, translating these needs into requirements for UBC IT's services in collaboration with the IT Directors across UBC.



- Creates and fosters strategic partnerships with IT support staff, grant writers, technical writers and other staff in Faculties and Departments that have an active role in their researchers' work.
- Proposes, develops and operates research support services that large parts of the researcher community across all campuses sees as valuable.
- Manages the funds, directs staff, resources and growth of the research IT enablement function.
- Leads and evolves UBC's relationship with Compute Canada as the principal daily contact with their CEO, to the advantage of UBC's researcher community.
- Connects, leads, grows collaborative links and partnerships with the research computing community within WestGrid, Compute Canada research funders, and other collaboration partners.
- Ensures that UBC IT's research computing facilities, services and strategies are aligned with those of Compute Canada and WestGrid.
- Manages and evolves the relationships with CANARIE and BCNET to the benefit of UBC's researchers in collaboration with other IT directors at UBC.
- Manages and evolves relationships with research IT support functions in universities across Canada and beyond.
- Maintains and evolves the relationships with critical IT vendors in the research space.

Core Duties:

- Contributes to and translates the information technology vision and strategic direction and oversees the development of function specific strategies, tactical plans and initiatives.
 - Provides the necessary leadership to ensure information sharing and integration of university computing systems and services.
 - Approves and monitors plans, targets and measures for reporting areas.
 - Negotiates, sources and obtains financial, physical, or human resources to support long-term projects and programs.
 - Leads and or oversees development of innovative business solutions, programs and services that integrate reporting areas to build lateral capabilities within the organization.
 - Ensures for the development of policies, standards and controls related to operational efficiency, compliance, risk mitigation, and achievement of functional results.
 - Addresses challenges and decisions having a functional impact, including those issues that may affect profile within the university community.
 - Develops working relationships and partnerships with key stakeholders across the organization, providing expert advice on committees and initiatives and ensuring the solutions, programs and services are addressing business requirements.
 - Acts as the university's representative to regional, national and international agencies and organizations.
 - Oversees all human resource practices and develops leadership strength in functional areas by coaching reporting leaders and staff in the development of critical competencies and by modeling valued leadership behaviours.
 - Provides career planning advice to Managers and creates development plans to help Managers achieve their career goals including assigning work which leverages their skills and capabilities and provides them with opportunities for learning.
 - Directs the preparation, control and administration of budgets for reporting areas and approves major expenditures.
 - Negotiates and manages service-level agreements within the university and with external agencies and organizations.
 - Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Direct guidance in relationship development and service delivery from the Deputy CIO, Vancouver campus and the Deputy CIO, Okanagan campus. High-level strategic guidance from the CIO. Guidance in priorities and effective approaches from the Associate Deans Research in major Faculties.

Supervision Given

Directly supervising a defined team of research IT specialists focusing on researcher consultation, grant writing effectiveness, vendor management and solution architecture. Indirectly supervising the research-focused work of technology specialists embedded in UBC IT's mainstream technical teams.



Consequence of Error/Judgement

- System-wide issues in research IT enablement, such as the critical relationship with Compute Canada, will not get addressed, to the detriment of UBC's research activities, results and ranking.
- System-wide gaps in research IT needs, whether in consultative or in technical areas, are not filled, missing the opportunity to boost the research effectiveness of key researchers.
- Relationships critical for the success of UBC researchers deteriorate to the detriment of the university's research activities, results and ranking.
- Recurring funds for research support allocated by the university are not spent effectively.

Qualifications

Post-graduate degree. Minimum of 11 years of experience and 4 years specialized experience in the design and implementation of major computer systems and 5 years managerial experience or the equivalent combination of education and experience. Experience working in a university environment, as well as working in research IT support is preferred.

Ability to build and maintain strong relationships with key stakeholders.

Strong problem analysis and solution design.

Strong written and verbal communication with the ability to deliver effective presentations, specifically to research professionals.

Effectively manage staff and delegation of work.

Advanced Computing and grant application process knowledge.

Knowledge of CFI and Tri-Council policies and guidelines.

Collaboration - Identifies and improves communication to bring conflict within the team into the open and facilitate resolution. Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team strategy and processes.

Communication for Results - Converses with, writes strategic documents for, and creates delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.

Problem Solving - Anticipates problem areas and associated risk levels with objective rationale. Uses formal methodologies to forecast trends and define innovative strategic choices in response to the potential implications of multiple integrated options. Generates and solicits the approval of senior leadership prior to defining critical issues and solutions to unclear, multi-faceted problems of high risk which span across and beyond the enterprise.

Accountability - Defines strategic areas of responsibility. Plans and decides upon the reassigning and restructuring of significant organizational resources. Influences and sponsors cross-organizational decisions on work prioritization, resource allocation, and long-range standards of performance.

Developing Others - Sponsors and reviews long-term learning needs, career paths, and succession plans for organizational leaders.



Assesses skills portfolio and organizational training plans to meet future business needs. Mentors and develops critical talent for the future including top team successors. Sets objectives and accountabilities for developing individuals across the organization. Reviews and reinforces the execution of training and development plans. Provides counsel and guidance to senior business leaders.

Strategic Technology Planning - Recommends long-term best-in-class policies and plans that will provide enhanced support across the enterprise. Sponsors, coordinates, and approves the enterprise strategic technology plan. Steers enterprise initiatives that support the technology strategy. Allocates and aligns resources to meet the objectives of the plan. Partners with senior enterprise leaders to integrate the strategic technology plan with the enterprise long-term plans.

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Job Posting

Job ID: 18145
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Conf, Accom, Cerem & Events
Classification Title: Conf,Accom,Ceremonies, Level C **Business Title:** Senior Events Coordinator
Department: Dentistry, Dean's Office
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-30 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

To initiate, develop, coordinate and execute plans for all Faculty of Dentistry events, in keeping with the protocol and standards expected of a world-class university. Major responsibilities include: researching and analyzing clients' needs (internal and external) before advising on all aspects of event management; ensuring UBC policies are adhered to; developing budgets for events; negotiating contracts with on and off-campus suppliers; coordinating and participating in various committees; planning and managing events occurring simultaneously; consulting with a wide range of alumni and university clients on matters of protocol and event planning.

Organizational Status

Reports to the Director of Development, Faculty of Dentistry. Incumbent will be located at, and is an integral part of, the Faculty of Dentistry. Work may from time to time be performed in other locations on campus with students, faculty and staff. Required to work outside of normal office hours from time to time, depending on programming.

Work Performed

- Initiates, develops and executes plans for all Faculty of Dentistry events. These event functions at UBC include, but are not limited to: senior administration and faculty members, Research Day, Graduation Luncheon, Dean's Night, Dean's Circle, White Coat Ceremony, Faculty Holiday Celebration, Graduate Dean's Night, Part-time Faculty Dinner, key alumni receptions events reunions, development & donor events and the Pacific Dental Conference booth and receptions;
- Researches and analyzes client needs before advising on all aspects of event management. Continues to advise and assist with all matters of event preparation and implementation, including follow-up and analysis after successful completion;
- Ensures that UBC policies are adhered to and risks minimized;
- Negotiates contracts with on and off-campus suppliers;
- Develops and manages budgets for events. Budgets range from \$10,000 to \$50,000
- Manages event communication and logistic details to enhance Faculty's reputation through integrated core Faculty events. Collaborates with key units in marketing, alumni and development to establish a working group with the purpose of identifying and growing events aimed at common audiences;
- Plans and manages a number of events occurring simultaneously requiring detailed advance planning as well as the ability to react, decide and improvise under pressure;



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- Conceptualizes and creates core special event initiatives as part of an overall coordinated faculty communications plan that supports UBC's objectives;
- Ensures that appropriate donor recognition, acknowledgement and stewardship are in place at all events;
- Prepares unit analytical reports to assess outcomes and goals;
- Performs other related duties as required.

Supervision Received

Working under the direction of the Director of Development and Manager of Alumni Engagement, the incumbent will exercise considerable judgment and innovation in developing, implementing and supporting special events in the Faculty of Dentistry. Work is reviewed for achievement of objectives, soundness of judgment and quality of work.

Supervision Given

The incumbent is responsible for selecting, hiring and supervising the most appropriate contractors, suppliers and volunteers for special events. Supervision of work study student may also be applicable.

Consequence of Error/Judgement

Special Events coordinated on behalf of the Faculty of Dentistry are very public. The financial and moral responsibility to the University and to donors is significant. The interactions of this position with donors and others external to the University can have serious implications for the Faculty of Dentistry. Poor judgment could lead to the alienation of donors, embarrassment to UBC and its senior administration and can result in the loss of significant financial support to the University.

Qualifications

Two year diploma in Hotel Management, Hospitality, Tourism, or Event Management. Minimum of four years experience or the equivalent combination of education and experience. Prior experience in the planning and implementation of events, with experience in budget development and control required. Experience working in hospitality industry and or with fundraising or fundraising organizations an asset. Excellent verbal and written communication skills. Strong organizational and analytical skills. Very strong interpersonal skills required in relating to donors and high-level officials. Ability to plan, schedule and organize a variety of complex events, such as conferences, receptions and off site executive level meetings and retreats. Driver's license and vehicle required. Excellent public interaction skills, tact, and diplomacy. Excellent decision-making skills and ability to multi-task and prioritize workload. Ability to work in a team environment or to work autonomously. Ability to exercise independent judgement and initiative. Knowledge of standard computer software applications (i.e., word processing, data analysis, data management, scheduling, and records file management applications) at an advanced level.

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Job Posting

Job ID: 18157
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level B **Business Title:** Program Leader
Department: Continuing Studies - Domestic
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Part-Time (40%)
Desired Start Date: 2014-05-01 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Program Leader has an implementation role in the UBC Certificate in Translation and Interpretation for Business Programs in Chinese and Korean and contributes to program planning and development.

Organizational Status

The Program Leader reports to the Director, UBC Continuing Studies Languages, Cultures & Travel (LCT). The Program Leader works also under the supervision of the Administrative Manager of LCT for administrative matters and student support, and the senior Program Leader for pedagogical matters, and collaborates with CS colleagues and program areas, e.g., Writing Centre and CIC.

Work Performed

The following are the general responsibilities of the Program Leader:

PROGRAM PROMOTION AND DEVELOPMENT

- Develops, facilitates and promotes information sessions, workshops and presentations in related areas of interest to LCT and the UBC Certificate in Translation and Interpretation for Business Programs in Chinese and Korean;
- Builds and maintains partnerships with local communities, international colleagues, specialists and experts in the certificate programs' areas of interest;
- Maintains good relationships with external alliances such as STIBC, PLS and Mosaic Language Services;
- Liaises with certificate advisory board;
- Collaborates with university colleagues to research new opportunities in the delivery of courses;
- Contributes to the development of the certificate programs' curricula;
- Reviews, adapts, edits and or develops teaching and evaluation tools of interest for educational programs.

PROGRAM MANAGEMENT

- Oversees the delivery of the certificate programs' curricula as mandated;
- Monitors the programs' budget in collaboration with the Director;
- Ensures that program participants' inquiries, requests and concerns are addressed;
- Clarifies program objectives for participants;



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- Identifies learners' needs and manages their expectations;
- Oversees administration of the certificate programs;
- Systematically manages program educational objectives;
- Develops and implements educational evaluation tools to ensure sound curriculum, appropriate delivery methods, and to maintain educational quality;
- Manages the recruitment and development of instructors;
- Oversees the briefing, preparation and debriefing of program staff, and provides instructional direction as necessary;
- Instructs and facilitates within the program area as needed;
- Performs other tasks as required.

WORKING CONDITIONS

Generally expected to work flexible hours on-site as program or project related events occur during evenings and on weekends as well as during regular office hours.

Supervision Received

Works under general direction of the Director of Languages, Cultures & Travel. Work is reviewed for overall effectiveness and achievement of program objectives.

Supervision Given

Manages instructors and support staff involved with the Translation and Interpretation programs and is responsible for on-going evaluation of instructors.

Consequence of Error/Judgement

Manages all aspects of the UBC Certificate in Translation and Interpretation for Business Programs in Chinese and Korean and contributes to program planning. Inadequate performance would negatively impact the operations of LCT and the reputations of both UBC Continuing Studies and UBC.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of four years experience or the equivalent combination of education and experience. Teaching experience in translation and interpretation required. A certified member of a professional body in translation and interpretation. Proficiency in Korean language. Strong computer skills and facility with the use of all Microsoft Office applications.

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Job Posting

Job ID: 18137
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level B **Business Title:** Classroom Climate & Educational Resource Developer
Department: Center for Teaching, Learning & Tech
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01
Job End Date: 2015-04-30 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-29 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Classroom Climate and Educational Resource Developer develops and implements educational resources and programs that support UBC teaching and learning community members' professional development and capacity development. Evaluates the effectiveness and impact of the resources and programs. Provides consultation services on resource and process design to students, faculty, staff and external clients. Contributes to CTLT's scholarly research and evaluation activities with consultation, the identification of resource needs, resource referral and development.

The Classroom Climate and Educational Resource Developer develops resources and programs to improve the University Community's teaching and learning practices and environments with a special focus on fostering the inclusion of diverse voices, including those that have been underrepresented and excluded, for respectful and critical dialogues. Facilitates the development of classroom climate across UBC where everyone - students and instructors alike - can fully contribute to and benefit from the teaching and learning process, including conversations on socially contentious issues. In collaboration with Aboriginal Initiatives at the Centre for Teaching, Learning and Technology (CTLT) and other groups and stakeholders on campus, the Educational Developer develops strategies for supportive classroom climate in alignment with Aboriginal Engagement and Intercultural Understanding in the UBC Plan: Place and Promise. Addresses different identities in classroom, including but not limited to race, ethnicity, ancestry, gender, sexuality, ability, class, and religion, how they shape classroom dynamics, and how the dynamics affect, positively or negatively, each person's ability to engage in the teaching and learning process.

Organizational Status

The Centre for Teaching, Learning and Technology works collaboratively with academic and administrative units to advance the scholarly practice of the teaching and learning community while supporting technology-enabled learning environments. CTLT develops programs, facilitates workshops, lectures, panel discussions, communities of practice and conferences aimed at professionals who are interested in further developing their teaching skills. CTLT also partners with UBC Faculties to develop and deliver distance learning courses, in both print and online formats.

The Educational Resources Developer reports directly to Strategist, Aboriginal Initiatives. This position coordinates with the other Centre staff to address teaching and learning needs of the University Community.

Work Performed

Resource Development



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- Identify resource needs within the UBC teaching and learning community by considering needs expressed during consultations, usage patterns for existing resources, and current CTLT and other UBC programming and existing resources.
- Develop new resources as appropriate, including bibliographies, often in consultation and or collaboration with the Educational Resources Developer, other members of CTLT staff, and or the UBC teaching and learning community.
- Develop and design interactive teaching and learning resources to support CTLT's professional development programs and services as well as self-study for faculty, staff and students by utilizing technologies, including WordPress, wiki, and Connect.
- Refer patrons to existing CTLT and other relevant UBC teaching and learning resources and programs when an existing service fills the identified need.
- Maintain and update the Teaching and Learning Resources Portal on the UBC Wiki.
- Implement and refine the developed resources.

Program Design and Facilitation

- Collaborate with various Centre staff and faculty partners to develop programs and events based on the professional development needs of the UBC community.
- Facilitate workshops and sessions on teaching and learning strategies and approaches to enable productive conversations around socially contentious issues.

Consultation

- Provide consulting services related to teaching and learning resources for members of the UBC teaching and learning community in alignment with Aboriginal Engagement and Intercultural Understanding in the UBC Plan: Place and Promise.
- Guide scholarly approaches on resource design, learning activity development, and assessment.
- Advise on specific resources developed within the CTLT Aboriginal Initiatives team.
- Consult with faculty partners, including the faculty advisory, Classroom Climate, to develop, implement, and assess resources.
- Foster sustainable practices for knowledge sharing within the UBC teaching and learning community.

Evaluation and Process Design

- Identify areas of program and resource development, and design the development processes.
- Develop and deliver presentations and or documents on the evaluation processes and outcomes.
- Facilitate discussions on new learning strategies and resources to be applied in teaching and learning situations.
- Evaluates CTLT programs and resources to assess their impact and effectiveness.

Supervision Received

Works independently under the general direction of Strategist, Aboriginal Initiatives.

Supervision Given

May hire, supervise, and evaluate student employees in Teaching and Learning Professional Development team as well as coordinates the work of other team members on specific events and projects.

Consequence of Error/Judgement

Must respond to faculty department requests in a timely and professional manner. Must exercise a high level of professionalism and judgment when dealing with various units and departments, as well as with non-UBC colleagues. Work is subject to informal checks by the Academic Director and the Associate Director, Teaching and Learning Professional Development. This position will work with other Program Coordinators in various aspects of resource, seminar and program development, and follow-up. Failure to follow best practices and exercise sound judgement could result in significant resource and reputation costs to the Centre, and could possibly have a negative impact on future internal and external partnerships.

Qualifications

Undergraduate degree in a relevant discipline. Graduate degree preferred. Degree in English, Education, Communications, or



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related discipline preferred. Minimum of four years experience or the equivalent combination of education and experience. Experience in resource development, program development, facilitation, and evaluation in a higher education setting, especially in the areas of intercultural understanding and critical social justice. Knowledge of University policies and procedures is considered an asset. Ability to develop strategic engagement processes and develop strategic plans. Effective project management abilities. Effective oral and written communication, interpersonal, planning, organizational, and problem solving skills. Ability to work both independently and within a team environment. Ability to prioritize and work effectively under pressure to meet multiple deadlines. Ability to maintain accuracy and high attention to detail. Ability to think strategically and exercise diplomacy, tact, and discretion.

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Job Posting

Job ID: 18163
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level B **Business Title:** Laboratory Coordinator
Department: UBCO - Schl Health&ExerciseSci
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-08-18
Job End Date: 2015-05-01
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2014-05-15 **Available Openings:** 1

Job Summary

The person in this position is responsible for facilitating faculty teaching and student learning in exercise science laboratories and for teaching laboratory techniques.

Organizational Status

There are no employees who report directly to this position. This individual reports to the School Director.

Work Performed

1. Maintains a modified teaching workload associated with the undergraduate teaching laboratories.
2. Ensures optimum utilization of the laboratory facilities by:
 - Planning utilization of lab facilities and equipment for all four years of the Bachelor of Human Kinetics program, in consultation with appropriate faculty and teaching assistants.
 - Determining supplies and equipment required for implementation of scheduled labs.
 - Developing projections for the yearly equipment supply usage and incorporates this into operating and capital budget requests. Recommending the overall request for capital budget equipment to the School Director.
 - Overseeing the inventory and maintenance of lab supplies and equipment.
 - Developing cost effective ways to use and purchase laboratory equipment and supplies.
 - Ensuring access to lab rooms with due attention to security.
 - Coordinating use of labs by other "on and off-campus" groups.
3. Provides and maintains an environment that is optimal for student learning by:
 - Providing leadership role in the use of innovative methods of curriculum implementation using a variety of teaching strategies and equipment.
 - Participating in research projects related to teaching and learning of professional practice skills.
 - Ensuring the learning activities for the labs are current, relevant, and appropriate to practice learning outcomes.
 - Ensuring that required supplies and equipment are readily available and conveniently set up in advance of scheduled labs.
 - Ensuring that rooms are cleared of supplies and equipment following labs.
 - Providing appropriate opportunities (i.e. open lab sessions) and develops learning activities, including supplies and



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equipment, for student's self-directed practice.

- Developing and updating Student Lab Manuals by working in conjunction with course instructors and utilizing student and TA feedback to enhance laboratory activities for future labs.
- Maintaining communication with the student body through updating bulletin boards, webCT, and attending applicable team meetings.

4. Provides leadership and mentorship in lab teaching pedagogy by:

- Facilitating and overseeing undergraduate research opportunities.
- Designing processes for student evaluation in lab that are aligned with material covered in lecture component e.g. formative feedback, quizzes, skill-set testing, problem solving exercises, simulation, competency tests.
- Developing performance criteria and guidelines for specific health and exercise science competencies consistent with best clinical practices.
- Attending team meetings and other appropriate committees in the School to ensure lab experiences within the program are meeting the needs of students, faculty, program, curriculum and practice.

5. Ensures optimal utilization of all laboratory equipment and resources available to students by:

- Providing instruction to students, TA's and instructors in laboratory equipment use.
- Pursuing professional development opportunities to develop scope of equipment knowledge.
- Initiating self-learning opportunities from other researchers, when appropriate.

Supervision Received

Works autonomously under broad directives from the School Director. Keeps the School Director informed and up-to-date on laboratory and placement issues. Liases with Faculty and with other officials both on and off campus.

Supervision Given

Provides guidance and direction to Graduate and Undergraduate Teaching Assistants.

Consequence of Error/Judgement

Provides data and recommendations that will be relied on by the School Director. Accuracy and completeness of information will form the basis for good decisions. Poor communication, insufficient research, or inappropriate recommendations leading to inappropriate decisions on procedures, products or strategic initiatives would negatively impact the reputation of the School Director or Dean, the Faculty and the University.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of four years experience or the equivalent combination of education and experience.

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Job Posting

Job ID: 18168
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C **Business Title:** Educational Developer: Peer Review of Teaching
Department: Center for Teaching, Learning & Tech
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Part-Time (60%)
Desired Start Date: 2014-05-19
Job End Date: 2015-05-18
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-04 **Available Openings:** 1

Job Summary

The Educational Developer: Peer Review of Teaching reports to the Manager, Facilitation and Process Design. This position works with other members of the Facilitation and Process Design Team, including the Manager, the Educational Resource Developer and the Graduate Students. The Educational Developer: Peer Review of Teaching also works with the Teaching and Learning Professional Development Team members, other CTLT staff, members of other UBC teaching and learning units, and other members of the UBC community.

This position plays a role in addressing professional development needs of the UBC teaching and learning community. This position is responsible for designing, facilitating, and documenting program planning, evaluation and related processes concerning professional development.

Organizational Status

The Centre for Teaching, Learning and Technology (CTLT) works collaboratively with academic and administrative units throughout UBC to build innovative and effective strategies in support of learning and teaching. CTLT staff develop and offer programs and services, and facilitate workshops, lectures, panel discussions, communities of practice, retreats, meetings, focus groups, and conferences, aimed at professionals who are interested in furthering their teaching skills and their knowledge of how people learn. The CTLT also partners with UBC Faculties to develop and deliver distance learning courses, in both print and online formats.

Work Performed

- Develop and coordinate the Formative CTLT Peer Review of Teaching Program, including designing and implementing professional development initiatives and building online resources to support members of the campus-wide Formative Peer Review team, including Faculty-based teaching and learning offices on this initiative
- Liaise with, and coordinate educational development for use by, instructors and deans across the University seeking to undertake or already undertaking the process of integrating Peer Review of Teaching into their department or teaching practice
- Facilitate professional development training to faculty, grad students, and CTLT staff on subjects including experiential learning pedagogy and peer review of teaching; and other related areas of focus that result in greater capacity for faculty, grad students, and CTLT staff.
- Provide internal consulting within CTLT and external consulting across the University for professional development in teaching and learning, including: program planning, process design and facilitation (in collaboration with the Manager of the Process



Design and Facilitation team), and evaluation strategies for CTLT programs, services and events.

- Develop processes and systems internal to CTLT that will support the continual development and refinement of new and existing CTLT educational development resources.
- Advise on, recommend and refine the designed and developed educational resources and tools, as required.
- Coordinate and co-facilitate Peer Review of Teaching Community of Practice meetings and foster the growth of this Community by responding to its needs.
- Provide research expertise to Scholarship of Teaching and Learning initiatives associated with CTLT, in particular as it pertains qualitative research design and analysis.
- Represent CTLT and UBC teaching and learning interests through provincial, national and international associations and liaisons. Disseminate research, practice and ideas at local, national, and international conferences; present papers for publication and collaborate with colleagues in developing proposals to do this.
- Develop, implement and or facilitate seminars, programs and or other initiatives relevant to the professional development needs of the UBC teaching and learning community
- Liaise with other support and academic units to explore opportunities to collaborate on programs initiatives and work on topics of mutual interest.
- Provide mentorship to graduate students within the Teaching and Learning Professional Development Division.

Supervision Received

Works independently with general direction from the Manager, Facilitation and Process Design.

Supervision Given

Leads and or coordinates project teams of varying composition, depending on the scope and nature of the specific project. Project teams may include faculty members, students and staff, colleagues within CTLT, and members of other teaching and learning units.

Consequence of Error/Judgement

Must respond to faculty department requests in a timely and professional manner. Must exercise a high level of professionalism and judgment when dealing with various units and departments, as well as with non-UBC colleagues.

Errors in judgment may have negative consequences for the quality of teaching and learning at UBC. They may also result in the inefficient use of resources, and or poor relations among educational developers, staff or individuals participating in facilitated processes. They may damage the reputation of the University and the Centre for Teaching, Learning and Technology.

Qualifications

Master's degree in Education. Preferably, Masters degree in adult education, higher education or related field. Minimum of six years experience or the equivalent combination of education and experience. - Experience in educational development, preferably in a university setting.

- Experience in facilitation.
- Experience with educational program planning, implementation and evaluation.
- Experience in conceptualizing, conducting and writing results of qualitative educational research.
- Intercultural and diversity awareness integrated into practice. - Proven educational development skills, including facilitation, consultation, program planning implementation and evaluation. - Demonstrated qualitative educational research skills, including conducting a literature review, designing a research project, interviewing, coding data using computer assisted qualitative data software, and writing educational research. - Familiarity with, and thorough understanding of, pedagogical literature. - Ability to prioritize and work effectively under pressure to meet multiple deadlines. - Proven leadership abilities.
- Effective oral and written communication, interpersonal, planning, organizational, and problem solving skills. - Ability to work both independently and within a team environment. - Ability to exercise diplomacy, tact and discretion. - Knowledge of University policies and procedures, the university's strategic directions and its organizational structure, including its academic and support units, is an asset. - Conflict resolution skills



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Job Posting

Job ID: 18102
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C **Business Title:** Evaluation Specialist
Department: Evaluation Studies Unit
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-26
Job End Date: 2015-06-30 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2014-04-29 **Available Openings:** 1

Job Summary

The Evaluation Specialist is responsible for planning, designing, implementing, and communicating the evaluation of programs and curricula for the undergraduate and postgraduate medical program within the Faculty of Medicine (FoM). This will include provision of support to decision-makers, faculty, and staff actively involved or affected by evaluation activities, working with collaborators, and strategizing and coordinating activities of the multi-site, multidisciplinary evaluation.

Organizational Status

The Evaluation Studies Unit (ESU) was established by the UBC Faculty of Medicine (FoM) in 2004. ESU provides comprehensive, rigorous and objective data to assist stakeholders in the on-going development and improvement of programs. It is organizationally placed within the Education portfolio of the FoM Dean's Office. Its mandate is to evaluate the effectiveness, quality, comparability, and impact of the MD Undergraduate and Postgraduate programs and provide supporting data for accreditation. The Unit also performs evaluations that support decision-making and social accountability across a broad range of other FoM programs.

The Evaluation Specialist will report to the Associate Director. She he will interact and work closely with the Operations Manager on issues related to work plans, personnel, and evaluation resources. She he will also interact regularly work closely with other members of the ESU, faculty and staff from the Faculty of Medicine (FoM). The Evaluation Specialist will attend, participate and act as a representative of ESU in committees, working groups, and planning meetings, as assigned.

Work Performed

- Develop, coordinate, and implement the evaluation strategy and project plans for assigned work
- Develop evaluation plans (including logic models) and program evaluation design and methods for program and instructional initiatives
- Manage evaluation projects in terms of allocating time and resources in order to meet deadlines
- Manage relationships with internal and external stakeholders who implement programs and or initiatives
- Review and critique program evaluation literature to contribute to development and application of best practices and new methodologies in evaluation studies
- Conduct literature reviews to ensure evaluations incorporate established theories and external evidence in areas of study
- Oversee the preparation of ethics applications



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- Develop data collection instruments and procedures to measure implementation and outcomes of programs
- Develop and improve processes procedures for the implementation of evaluation activities
- Oversee the collection of a range of data (e.g. surveys, focus groups, interviews, administrative data) from multiple sources
- Ensure evaluation activities are implemented in compliance with ethical requirements
- Managing the execution of qualitative (e.g. thematic) and quantitative (e.g. descriptive, inferential) data analysis
- Interpret results and write evaluation reports and recommendations, memos, and summaries for use by policy and decision makers
- Contribute to annual reports and other public documents related to evaluation activities
- Monitor the uptake of recommendations and facilitate the use of evaluation findings for planning and improvement
- Develop and implement communications plans to guide dissemination of evaluation findings to stakeholders
- Develop and deliver presentations for decision makers (e.g. committees, planning meetings, etc.) and professional and lay meetings
- Write and submit manuscripts, reports, etc. for external publication in collaboration with ESU and FoM colleagues
- Troubleshoot issues and respond to student, staff and faculty inquiries related to assigned evaluation work
- Supervise the work completed by Evaluation Assistants
- Serve as an expert resource to faculty and staff within the FoM on program evaluation
- Coordinate and or contribute to internal work groups and or projects aimed at increasing the efficiency and effectiveness of ESU
- Perform other duties as required to ensure the successful completion of evaluation projects

Supervision Received

The Evaluation Specialist will work under general Unit guidelines. Work will be reviewed in terms of quality and effectiveness in meeting Unit goals.

Supervision Given

The Evaluation Specialist will manage an assigned Evaluation Assistant and will be responsible for discipline and evaluation, and will participate in hiring and termination.

Consequence of Error/Judgement

The Evaluation Specialist is responsible for the planning, design, and implementation of evaluation activities in collaboration with members of the FoM. Poor decisions and errors in judgment could result in delayed completion of projects or inappropriate planning, result in financial loss, and damage the reputation of the Evaluation Studies Unit, the Faculty of Medicine and the University of British Columbia. In addition, the impact, if an error occurred, would be misinterpretation of results in information disseminated to decision-makers, the public, and academic audiences. The consequences could lead to inappropriate policy and decision-making related to medical education.

Qualifications

Master's degree in Education. Disciplines in evaluation, health or social science also preferred. Minimum of six years experience or the equivalent combination of education and experience. Professional experience in program evaluation required. Canadian Evaluation Society Credentialed Evaluator (CE) designation or ability to work toward meeting CE qualification requirements preferred. Familiarity with medical education and health services an asset. Strong experience in qualitative and quantitative research evaluation methods required. Computer experience and competency with Microsoft Office and data analysis software (e.g., SPSS, NVivo) is also required. Proven ability to establish and maintain effective working relationships with stakeholders or clients. Extensive knowledge of research evaluation methodology, statistics, and program evaluation. Strong ability to compose correspondence, reports, presentations, and other written materials using clear and concise business English. Excellent command of the English language with a strong ability to communicate effectively both verbally and in writing. Effective presentation skills and ability to communicate information in a way that is understandable to non-evaluation trained audiences. Proven skills in project management. Ability to effectively use MS Word, Outlook, PowerPoint and Excel at an advanced level. Ability to effectively use SPSS, and NVivo at an intermediate level. High level of thoroughness, accuracy, and attention to detail. Ability to analyze and interpret quantitative and qualitative data, determine implications, and provide recommendations.



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Ability to effectively manage multiple tasks and priorities. Proven ability to plan, prioritize and work effectively under pressure to meet difficult deadlines. Ability to review, critique, and synthesize literature and information from various sources. Ability to exercise tact and discretion. Ability to exercise sound judgment. Ability to anticipate problems and issues and plan ahead. Ability to work independently and demonstrate high level of initiative and self-directedness. Ability to work in a fast-paced team environment. Ability to travel as required.

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Job Posting

Job ID: 18158
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level C **Business Title:** User Experience / Usability Specialist
Department: Communication Services
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-06-16 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-10 **Available Openings:** 1

Job Summary

The User Experience Usability Specialist applies a user-centred design process to deliver digital communications projects that support student success, enhance the current student experience and adhere to the UBC brand identity. This position contributes requirements gathering, user research and analysis, information architecture, prototyping, and usability testing to projects. The Specialist is a digital interaction design professional with specialized skills in user research, testing, and analytics.

Organizational Status

The User Experience Usability Specialist reports to the Director, Student Communications Services. This position also works closely with Enrolment Services (ES) and Student Development & Services (SD&S) Communications Specialists on project definition and planning, and will interface with UBC IT Services web developers on project deliverables.

As one of two user experience professionals within the Student Communications Services unit, the User Experience Usability Research Specialist will bring research, testing, and web analytics expertise to the user experience design services provided by the unit.

Work Performed

Information architecture, design, and usability:

- Develops and maintains information architecture and usability standards for ES and SD&S units.
- Analyzes business and functional requirements for student focused websites and web applications; works with other units to guide overall strategic direction and vision for websites and other digital communications (such as RSS news feeds and email newsletters).
- Creates user personas, task and user flows, storyboards, site maps, schematics, wireframes, feature lists, mockups, and working prototypes and other artifacts to describe the intended user experience.
- Defines site architecture and navigation to serve as blueprints.
- Applies user experience design, information architecture, and problem-solving skills to create compelling, highly usable web interfaces.
- Works with web developers to define and implement technical requirements.
- Researches and makes recommendations on software to support and enhance the UX design process.



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Research and testing:

- Designs research protocols, prepares research plans, and develops usability templates.
- Conducts rapid iterative usability testing of wireframes, mockups, and prototypes to validate whether features and products have met business and usability objectives.
- Conducts competitive site research; reviews and analyzes industry trends; and makes recommendations to enhance the user experience.
- Coordinates focus groups, card sorts, surveys, and other methods of user testing; analyzes test results; makes recommendations.
- Reviews and analyzes web analytics, creates regular reports, and makes recommendations regarding site optimization.
- Researches, makes recommendations, and manages social media monitoring tools.
- Contributes to implementation of an online community research panel.

Design and production:

- Develops conceptual diagrams, UX flows, site maps, wireframes, and prototypes for ES and SD&S digital communications projects, including blogs, email newsletters, social media platforms, and websites.
- Implements functional designs by providing standards-based CSS and HTML documents to web developers.
- Designs and tests layouts for cross-browser functionality and accessibility.
- Ensures concepts adhere to UBC brand identity guidelines.

Project management and quality assurance

- Works collaboratively with ES and SD&S unit Communications Specialists on delivery of student facing digital communications projects.
- Leads project definition and development of project plans; manages technical implementation of projects.
- Responsible for project timelines and coordinating workflow of content providers, designers, and other contributors.
- Liaises with UBC IT Services web developers, providing documentation and negotiating timelines for completion of projects.
- Facilitates project planning meetings with ES and SD&S staff when required.
- Works with vendors of UX, research, and analytics software systems to ensure service level agreements are being met.

General:

- Stays abreast of developments in UX and interface design practices, and emerging research and testing methods.
- Researches and advises on reporting and analytics tools; assists with implementation and provides training on selected systems; educates and advises departments on best practices in UX.
- Represents Student Communications Services at University meetings as required.
- Performs other duties as required.

Supervision Received

The User Experience Usability Specialist reports to the Director, Communications Services. This position works autonomously within Provost & VP Academic and ES policies. Work is reviewed in terms of achievement of high professional standards in the delivery of student communications services.

Supervision Given

This position acts as a key contact person and Specialist for the University's student facing digital communications projects. User Experience Usability Specialist hires external support as needed. This position is expected to make complex decisions, with guidance provided in exceptional circumstances. She works as a member of Student Communications Services, and works collaboratively on projects with other staff in Enrolment Services Student Development & Services.

Consequence of Error/Judgement

This position must exercise tact and diplomacy when dealing with staff and faculty. Given a rapidly changing digital landscape, she must make decisions on how best to manage projects given short timeframes, relative strategic importance of projects, and the impact of failing to meet deadlines.



Our web pages, like our print publications, must present complex information in an understandable way, and online versions of publications, including the Calendar, now function as official versions. People who rely on our web pages to present this information accurately include faculty, staff, and students at UBC; faculty, staff, and students at other universities and colleges; and high-school students and counsellors both within Canada and in other countries. The impact of errors in our online publications would be considerable. Students make academic and personal decisions based on material published online. Errors would cause serious inconvenience to large numbers of people and could have legal and financial consequences for UBC.

Applying expertise and attention to user interface design and information architecture provides clarity, reduces redundancies, and delivers a better experience for users. Providing online material for faculty, staff, and students offers significant cost savings and improvements in efficiency when done well. People using the web expect fast response, simple and intuitive design, and readable material. Up-to-the-minute knowledge and expertise in this area and meticulous attention to detail are crucial to the delivery of the University's Place and Promise student learning commitments for providing information and services on the web.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of six years experience or communications services or the equivalent combination of education and experience. Six years of experience that demonstrates proficiency in communications, human-computer interaction, information architecture, as well as user-centred interface design for a variety of outputs, including different browsers, operating systems, and email clients. Candidates must also have strong research, usability, and analytics skills plus solid project management experience. Demonstrated ability to apply user experience design methods and information architecture best practices.

Demonstrated experience in producing user interfaces, optimizing application flow, and designing for a variety of outputs, including different browsers and email clients, operating systems, and hardware platforms (including mobile devices).

Demonstrated ability to create user personas, task and user flows, storyboards, site maps, schematics, wireframes, feature lists, mockups, and working prototypes for testing.

Knowledge of UX related software tools such as Axure, Morae, Dreamweaver, Omnigraffle, Visio, etc.

Knowledge of WCAG and Section 508 Accessibility compliance standards.

Demonstrated experience performing various forms of user research (contextual inquiry, focus groups, usability testing, etc.), conducting analysis and providing recommendations.

Experience with current web analytics and social media monitoring tools including configuring and running reports, compiling and analyzing results, and preparing summary reports with recommendations.

Demonstrated success in staying current with user-centred design processes and methodologies.

Ability to create user-centred web interfaces using HTML, CSS, JavaScript libraries, and other current web technologies.

Familiarity with Adobe Creative Suite software, including Fireworks, Photoshop, and Illustrator.

Knowledge of browser standards, common plug-ins helper applications, and related design issues, especially developing accessible pages.

Knowledge of branding and working within a graphic identity system.

Solid understanding of social media and web content best practices and usability conventions. Organizational and project management skills; ability to prioritize tasks and manage timelines. Effective oral and written communication, interpersonal, and presentation skills. Demonstrated ability to function well as a member of a team. Ability to exercise diplomacy, tact, and discretion when working with confidential and or sensitive information and in dealing with various levels of administration and external agencies. Accuracy and attention to detail. Capacity for creativity and research; ability to exercise initiative, resourcefulness, and judgment. Professional experience in a post-secondary institution or similar environment an asset.

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Job Posting

Job ID: 18114
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level C2 **Business Title:** Senior Manager, Communications and Engagement
Department: VP FRO Communications
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-12 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-08 **Available Openings:** 1

Job Summary

The Senior Manager, Communications and Engagement will be responsible for developing and evaluating strategies and implementing employee communications and engagement programs and change management initiatives within the Finance, Resources and Operations (FRO) portfolio. Working closely with the Director the position will ensure that adequate and appropriate information is provided to internal and external stakeholders and represent FRO to a broad range of audiences.

The position also works closely and is a part of the Building Operations Leadership Team (BOLT) to ensure communication objectives and strategies that are developed are consistent with other portfolio and university-wide initiatives.

This position may require work outside normal working hours.

Organizational Status

This position is a direct report to the Director, Communications and Engagement, and has a dotted-line relationship with the Managing Director of Building Operations. This position will be a member of the Building Operations Leadership Team (BOLT). It also relates to other senior staff in the FRO portfolio; and relates to senior staff in the VP, Communications and Community Partnership's portfolio, particularly the Managing Director, Communications and Marketing and the Director, Public Affairs.

Work Performed

- Works closely with the Director, Communications and Engagement to establish FRO communication priorities and to manage the unit; including administrative and staff management and budget development.
- Leads the development and implementation of employee communications and engagement programs for FRO. This includes developing communications strategies and formal communications plans.
- Plans and implements communications and engagement activities for FRO departments.
- Develops and implements FRO crisis communications and issues management plans
- Develops strong rapport and relationships with all internal and external stakeholder groups, allowing for open and constructive communication and achievement of FRO objectives.
- Oversees and facilitates public meetings, information sessions and outreach activities with internal and external stakeholders.
- Works closely with the BOLT to ensure communication objectives and strategies that are developed are consistent with other portfolio and university-wide initiatives; develops and implements communication and engagement programs.
- Develops strategy and content for social media and online tools.
- Develops and writes materials for print, display monitors, and web media.



- Conducts analysis of FRO communications and engagement processes and reports on effectiveness, including preparing briefs for senior university administrators.
- Acts as the Director in the Director's absence
- Ensures all communications and engagement activities are compliant with Freedom of Information and Protection of Privacy Act (FIPPA).
- Ensures consistency of FRO communications and engagement materials with UBC brand and initiatives in the media, advertising, and other online and print mediums, working closely with staff from the VP Communications and Community Partnership's portfolio.
- Acts as a spokesperson for FRO, when required.
- Exercises a high level of diplomacy and discretion in all interactions.
- Other duties as assigned.

Supervision Received

Works under administrative direction. Supervision and direction provided through a combination of verbal and written instructions. Recommendations are normally accepted as technically sound and feasible. Work is reviewed for attainment of objectives, effectiveness of results and soundness of judgment.

Supervision Given

Supervises the Communications & Learning Specialist. May direct and manage the activities of other subordinate staff, including the assignment of duties and responsibilities and setting of priorities. May supervise contractors.

Consequence of Error/Judgement

Makes recommendations concerning communications and issues relating to FRO. Exercises professional and managerial judgment in advising senior administration on a variety of matters with potential university-wide impact. The consequence of error associated with this position is very serious in that poor judgment in the handling of these issues could have a negative impact on the reputation of the university; i.e., incorrect or erroneous information could cause embarrassment and loss of credibility for senior administrators. The issues, if handled incorrectly, have the potential to alienate members of the university (i.e. staff, faculty and students).

Qualifications

Undergraduate degree in a relevant discipline. Degree in Communications or Arts preferred. A minimum of 7 years of experience or communications services or the equivalent combination of education and experience. Exceptional oral and written communication, presentation, facilitation and interpersonal skills. Experience with websites (content management systems) and social media. Experience with employee or public engagement. Experience with staff management and budgeting an asset. Experience working in a financial or university environment an asset. Has the ability to establish a high level of rapport with senior management within the university community, stakeholders and opinion leaders; utilize judgment and sensitivity in presenting issues; provides leadership and direction in determining appropriate courses of action. Ability to think strategically. Ability to effectively manage sensitive or controversial issues. Exercises a high degree of diplomacy and discretion in all internal and external interactions. Understands the dynamics of a fast-paced, ever-changing environment and can prioritize effectively. Is flexible and can manage changing priorities within a dynamic work environment. Possesses a collaborative, team-focused working style. Self-sufficient and self-motivated. Takes ownership of programs and tasks. Rolls up his/her sleeves to accomplish tasks. Interest in continuing to develop innovative approaches to employee engagement, including in-person, online and through the use of social media. Takes a proactive stance in solving problems and exhibits understanding and empathy, particularly when dealing with emotional topics of public concern. Able to quickly grasp the scope of specific issues and the potential impacts on the organization.

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applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18035 (Repost)
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Nursing
Classification Title: Nursing, Level B
Business Title: Clinical Research Coordinator
Department: Respiratory Medicine Division
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-05
Job End Date: 2015-07-31
Funding Type: Grant Funded
Other: Leave Replacement
Date Closed: 2014-04-28
Available Openings: 1

Job Summary

The Clinical Research Coordinator coordinates research and clinical trial initiative focused on supporting Respiratory Medicine.

Organizational Status

The position must work independently and within standard and acceptable boundaries for ethical and competent research practice. The position will be accountable to the Principle Investigator (Dr Nasreen Khalil) and Sub Investigators as well as within the guidelines of research staff practicing at the Vancouver General Hospital. In addition to areas of the hospital, outpatient visits are performed in clinical offices, and research recording and communication occurs within the research office. Attendance at study meetings within the hospital, and travel to national international conferences and study meetings occur several times a year.

Work Performed

Under broad direction of the PI, this position performs the following duties:

- . Planning and developing recruitment strategies, coordinating and conducting patient recruitment, screening, bookings and enrolling suitable patients into studies. Obtaining and documenting patient informed consent as per GPS (Good Clinical Practice)
- . Developing Standard Operating Procedures and implementing study protocol. This includes designing and developing data collection methodologies, instruments and databases.
- . Collecting patient blood samples and other human specimens as required and processing and shipping of samples according to regulations.
- . Acting as a key liaison with Principal Investigator (PI) and sponsors.
- . Managing study supplies, maintains inventory and is accountable to the Investigator, sponsor and federal regulatory bodies as per good clinical practice guidelines.
- . Creating and maintaining quality documentation on research subjects: source documents, CRFs, resolving queries. Ensuring study conduct with adherence to Good Clinical Practice guidelines.
- . Informing the investigator of the clinical progress of the study subjects and meeting with pharmaceuticals, consultants and CROs for trial initiation and monitoring of patients' visits.
- . Transmitting study data to sponsors.
- . Performing ECG testing including ones on special machines provided by sponsors and performing micro transmission.
- . Ensuring CT scan data is transferred to sponsor according to study protocol.



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- . Performing 6 minute walk test according to study protocol.
- . Participating in developing and evaluating strategies to meet the clinical trial goals and objectives and ensuring enrolment expectations are met.
- . Carrying out research functions including checking patient history, conducting interviews and questionnaires, making observations and assessing subjects.
- . Collecting, coding, data on enrolled patients into paper and electronic CRFs programs (certified user is preferable)
- . Informing investigator and sponsor of any Serious Adverse Events to patients during the trial.
- . Obtaining appropriate related data and follow up on Serious Adverse Events.
- . Providing patient education on study background, purpose, procedures and potential benefits and risks.
- . Dispensing study drug according to randomization number and maintaining study drug accountability and storage and ensuring appropriate notification to family physicians and or specialists of patient's participation and of any change in patient's condition or abnormal test results and action taken by PI.
- . Training patients on the use of new research devices including new inhalers according to study procedures and responds to and answers patient questions, concerns, and problems.
- . Coordinates the scheduling of patient appointments as per study requirements.
- . Conducting the close out of the study ensuring proper storage according to regulatory requirements.
- . Monitoring patients progress: Identifies, problem-solves, monitors and assesses subjects for adverse events and adherence to protocol under direction of the Investigator.
- . Participating in the review of new studies.
- . Attending investigator meetings, teleconferences and educations sessions.
- . Reimbursing patients for minor expenses and preparing cheque requisitions for payment for subjects' compensation when their individual enrollment is completed and preparing cheque requisitions for payment for study related services including: lab tests, pulmonary function testing, X-Rays, cardiac cath, CT scan, Pathology etc
- . Meeting deadlines for industry sponsors.
- . Communicating and coordinating study activity with nursing staff, VGH laboratory staff, PF laboratory staff , Cardiac Lab staff, CT scan, Pathology.

Supervision Received

The position will perform duties independently. PI and or his her designate will provide broad directives. The clinical research coordinator collaborates with the Research Manager.

Supervision Given

The Coordinator advises educates nurses, RTS, PF lab staff and VGH lab staff, who are involved with the patients or study conduct; acts as a resource with hospital staff, patients and colleagues and manages patient progress and follow-up.

Consequence of Error/Judgement

a) Lack of careful attention to regulatory guidelines and approvals could suspend Investigator physician and hospital University as a site for further clinical research and or funding. The performance of clinical trials and research projects must strictly conform to appropriate regulations: 1) personal: maintaining professional behavior and respect for patients and staff 2) local: the UBC Clinical Research Ethics Board 3) provincial: B.C. Privacy Act 4) federal: Health Canada, International Conference on Harmonization, Tri-Council Policy Statement, Good Clinical Practice and 5) international: U.S. Food & Drug Administration.

b) Clinical mistakes made by Coordinator could be life threatening to patients. Ensuring patient safety includes: 1) accurately judging study eligibility 2) being prepared for any side effects (expected or unexpected and 3) updating clinical skills and knowledge to meet the demands of clinical complexity.

In addition, the Manager and PI rely on the Coordinator to alert them to clinical problems and unexpected events concerning study patients and trial conduct: 1) Lack of study enrollment and completion of work according to deadlines would threaten loss of funding and consideration for future invitations to participate in clinical trials and 2) Poor communication skills with patients



would jeopardize their participation, and with sponsors and referring community physicians would reflect badly on the reputation of the research group.

Qualifications

Research Nurse:Registered Nurse with CRNBC. Clinical Associate:Undergraduate degree in Nursing & Registered Nurse with CRNBC. Nurse Practitioner Clinical Associate:Postgraduate degree in Nursing & Registered Nurse with CRNBC. Registered Nurse certificate is required . Research Nurse:Three years of nursing and administrative experience. Clinical Associate:At least two years of experience in a clinical position. Nurse Practitioner Clinical Associate:Two years of experience in primary care NP practice or the equivalent combination of education and experience. Clinical experience in the area of respiratory medicine preferred. Knowledge of statistical methods and database applications is an asset. Ability to effectively use word processing, spreadsheet applications, electronic CRFs (Rave, Inform, RDC programs). Ability to effectively recruit, train, supervise, and motivate employees. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to communicate effectively verbally and in writing. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to maintain accuracy and attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to work effectively independently and in a team environment. Ability to exercise tact, discretion and diplomacy.

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Job Posting

Job ID: 18131
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Human Resources
Classification Title: Human Resources, Level D2 **Business Title:** Director, Human Resources
Department: Library - Administration Div
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-19 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-04 **Available Openings:** 1

Job Summary

Responsible for the strategic development and management of comprehensive and innovative human resources programs in support of the Library's strategic plan and within the context of UBC's strategic plan. The Director provides professional knowledge and leadership, creativity and energy to ensure an human resources framework which enables organizational goals and strategies to be achieved. These include guiding and influencing organization wide change, performance management, employee development and workplace excellence programs. This work is done in collaboration with the senior management team; the Library HR team, University Human Resources and other University representatives as required. Additionally, the Director effectively leads the Library Human Resources department.

Organizational Status

Reports to the University Librarian and works in a highly collaborative manner as required to achieve the identified goals and outcomes. The position requires extensive broad contact throughout the Library; works closely with UBC Employee Relations Managers, Faculty Relations Managers, Human Resources Advisors, Total Compensation Team, and the Organizational Training & Development Team; establishes relationships with local union and association representatives. Works collaboratively with Associate University Librarians, Heads, Managers, Librarians and other Library Staff; other internal and external contacts as required. The Director is required to maintain effective and supportive relations with a broad array of staff, customers, colleagues, internal and external contacts, liaison, support and information groups.

Work Performed

Provides strategic leadership to the development and implementation of human resources strategies, programs and practices; designed to provide an exceptional workplace for staff to engage and develop.

Directs the Human Resources Staff in managing, organizing and delivering programs and services specific to recruitment and retention; performance management, staff development and planning; employee relations, collective agreement interpretation, recognition, compensation, health and wellness. payroll, record keeping and administrative projects.

Creates and implements programs, practices and policies to support the achievement of the Library's goals. These include but are not limited to:

- Exceptional workplace practices



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Effective staff recruitment, retention, development and performance management programs

Respectful and diverse workplace practices and programs

Student work experience programs and opportunities

Award, reward and recognition programs

Creative compensation practices

Retention and succession planning

Effective labour relations negotiations and practices; including collective agreement application

Support of overarching UBC strategic initiatives

Ensures compliance with all collective agreements and UBC practices related to employee relations and health & safety

Responsible for strategic and managerial work related to bargaining, grievances and arbitrations.

Provides leadership in the development and delivery of programs ensuring effective and sustained employee development initiatives aligned with the Library's strategic direction.

Oversees the management of workplace health and wellness programs, return to work accommodations, safety (e.g. for staff working alone), time loss, compliance, and other health and wellness issues. Reviews the work of the Library's health and safety committees and liaises with University Health Safety and Environment office.

Supervision Received

Works within broad parameters with significant independence. Performance is measured in relation to impact on long-term objectives.

Supervision Given

Directs the activities of the Library Human Resources staff; including human resources professionals and support staff.

Consequence of Error/Judgement

Information provided by this position is used in making managerial and policy decisions at a strategic and senior level and impacts relations with staff, other units, employee groups. Accuracy, credibility, consistency and confidentiality are critical as information supports decisions with long-term impact. Guidance, direction, influence and coaching provided by this role impact the effectiveness of the Library senior management group and the library staff at large. Strategies, policies and programs created, lead and influenced by this position impact all staff and their ability to achieve their strategic goals.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in a relevant discipline; with a specialization in human relations, labour relations and organizational development is required. Significant related experience including demonstrated success in leading human resources teams, creating innovative human resources programs, within a complex and multi-union environment, impacting workplace excellence and culture; or an equivalent combination of education and experience is desired. Minimum of eight to nine years of related experience and at least 3 years of demonstrated management leadership experience or the equivalent combination of education and experience. Thorough knowledge of current human resources management practices specifically in human resources organizational development, leading and developing teams along with demonstrated experience is essential. Knowledge of the University's Human Resources and financial systems preferred.

Effective and proven leadership abilities; creative and strategic planning; presentation, organizational and administrative skills are required. Outstanding communication skills including listening, facilitating, coaching, mediating, reflecting and resolving, effective problem solving are required along with demonstrated experience mentoring and coaching professional staff.



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Ability to strategically plan, analyse, communicate, implement and assess complex projects and assignments. Proven ability to lead, direct and inspire teams, committees and individuals with diverse, individualized skills. Proven ability to adapt to changing priorities, set work priorities, work under pressure, and meet deadlines.

Ability to exercise tact, discretion and sound judgment is essential. Must possess integrity, poise and passion, value people and their contributions; understand the need for and maintain confidentiality.

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Job Posting

Job ID: 18149
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Research Facilitator
Department: Anesthesia,Pharmaclogy&Thraputcs
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-04-23
Job End Date: 2015-03-31
Funding Type: Grant Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

This is a full time position for a Research Facilitator (RF) to provide administrative, financial and personnel management within the Pediatric Anesthesia Research Team (PART - www.part.cfri.ca) and Electrical and Computer Engineering in Medicine (ECEM - <http://ecem.ece.ubc.ca>) group. The RF will take part in all administrative aspects of clinical research.

Organizational Status

The RF will report directly to Principal Investigators who hold UBC faculty appointments with the Department of Anesthesiology, Pharmacology & Therapeutics. The RF will also report to the Research Manager and also interact with other members of the Department, and collaborators from other departments within the University of British Columbia (UBC). The RF will regularly communicate with UBC, research institute and Hospital administration; along with stakeholders and collaborators from other areas (local, national, international).

Work Performed

- a. Managing all aspects of research projects for the PART and ECEM programs
- b. Create and oversee project workplan and revise as appropriate to meet changing needs
- c. Create, manage, and forecast project budgets and manage accounts receivables and deliverables
- d. Meeting and event planning and coordination
- e. Coordinate human resources functions
- f. Coordinate all aspects of a clinical research study from protocol design, ethics and regulatory submissions, data collection, analysis, and manuscript submission
- g. Development, conduct and overseeing of research subject recruitment, data collection and data analysis
- h. Ensure data quality and Good Clinical Practices are followed for all studies
- i. Communicate with all study stakeholders (parents, children, investigators, sponsors, site staff)
- j. Summarize data and perform statistical analyses for research reports, presentations and publications
- k. Ensure training of staff in standard operating procedures and Good Clinical Practices
- l. Resolve concerns relating to the research undertakings that may be expressed by taking direct action to address issues in a timely manner and or bringing them to the attention of the study investigators
- m. Attend and participate in all relevant team meetings



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- n. Interact with research partners on national and international level
- o. Conduct surveys and assist with submission of research grant proposals and letters of intent to secure funding for additional projects
- p. Submission of documentation to regulatory boards and ethics committees for approval; registration of clinical trials
- q. Mastering of computer software for data collection and interpretation
- r. Comply with all institutional policies for research with human subjects
- s. Performing other related duties

Supervision Received

The RF will receive general direction by the Principal Investigators and Research Manager. The RF will be expected to exercise a considerable amount of initiative in fulfilling a work plan.

Supervision Given

The RF may supervise Research Assistant(s). They may also assist in coaching and training of all trainees.

Consequence of Error/Judgement

The RF is required to conduct all research activities in an ethical manner following approved guidelines. Confidentiality must be respected when dealing with research data. Errors made could influence the ability of research staff to meet critical deadlines, as well as compromise the results of research projects, and therefore impact the credibility of the investigators and the Department. As data and results may be disseminated to other research partners, their results and credibility can be negatively influenced by the researcher's error.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Experience in a clinical research environment. High degree of computer literacy, including familiarity with Microsoft Office. Understanding of research administration and UBC & CFRI finance systems is an asset.

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Job Posting

Job ID: 18133
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Clinical Research Coordinator
Department: Neurology Division
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-05
Job End Date: 2015-05-04
Funding Type: Grant Funded
Other:
Date Closed: 2014-05-03 **Available Openings:** 1

Job Summary

Responsible for planning, organizing, implementing and coordinating the activities of clinical research projects in the Multiple Sclerosis Clinic. Responds as required to the informational needs of potential subjects, health care workers, and the public regarding multiple sclerosis research.

Organizational Status

Reports to the MS Clinical Trials Nurse Manager and Office Manager, working under the Direction of the MS Clinic Clinical Trials Director. Liaises, in conjunction with the MS Clinical Trials Principal Investigator(s), with research approval committees and with the Pharm. Company representatives or funding sources who are initiating or monitoring research studies.

Work Performed

- Implements study procedures in accordance with research protocols.
- Screens and recruits research subjects and devises strategies for effective recruitment.
- Provides patient education on study background, purpose, procedures and potential benefits and risks.
- Conducts patient clinical, behavioral and neuropsychological assessments.
- Trains and supervises junior staff and or student volunteers.
- Prepares submissions to Clinical Research Ethics Board.
- Ensure Accurate and timely data collection and study queries.
- Organizing collection, storage and shipment of biomarkers.
- Organizes and prioritizes workload to meet the study deadlines and sponsor queries requests.
- Acting as a key liaison with research manager, Principal Investigator (PI), sponsors and Contract Research Organizations (CRO'S).
- Managing study supplies, maintaining inventory and is accountable to the Investigator, sponsor and federal regulatory bodies as per ICH-GCP guidelines.
- Creating and maintaining quality documentation on research subjects: source documents, Case Report Forms (CRFs), resolving queries.
- Ensuring study conduct with adherence to GCP guidelines.
- Informing the investigator of the clinical progress of the study subjects.
- Meeting with pharmaceutical company representatives, consultants and Contract Research Organizations (CROs) for trial initiation, maintenance and monitoring of subjects' visits.



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Transmitting study data to sponsors with strict adherence to privacy and confidentiality guidelines (GCP).
Ensuring enrolment expectations are met.
Ensuring collection of appropriate subject samples including blood, urine and cerebrospinal fluid.
Assisting with health assessment report collection (bloodwork, MRI, Dermatology, Ophthalmology etc.).
Carrying out research functions including checking subject history, conducting interviews and questionnaires, making observations and assessing subjects.
Collecting, coding, entering data in a timely manner for enrolled subjects into paper and electronic CRFs programs (Certified User)
Informing manager, investigator and sponsor of any Serious Adverse Events to subjects during the trial.
Communicating regularly with the help desk teams of different sponsors to address technical problems on site or with patient's devices.
Responding to and answering subject questions, concerns, and problems (general study related questions [non-health related]).
Conducting the close out of the study ensuring proper storage according to regulatory requirements.
Monitoring subject progress: Identifies, problem-solves, monitors and assesses subjects for adverse events and ensures adherence to protocol under direction of the Investigator.
Educating subjects and care partners about study, medication, and potential serious adverse events.
Attending investigator meetings, teleconferences and education workshop sessions.
Communicating and coordinating study related activity with (UBC and VGH) nursing staff, laboratory staff, Pulmonary Function, Laboratory staff, Pharmacy staff, MRI staff.
Developing study source documentation to meet both study site and study protocol requirements.
Paying strict attention to detail, maintains a high level of organization and a strong commitment to meeting study timelines.

Other tasks

Travel as required to attend meetings and conferences.
Assist in subject recruitment for other studies
Acting as a blinded interviewer for other studies as required
Acting as a backup coordinator for other studies with other PIs when necessary
Maintaining education and training on ICH-GCP, research involving human subjects and trial related training.
Performing other related duties as required to meet study goals and timelines.

Supervision Received

Training and supervision for the Research Coordinator will be provided by the Research Nurse Manager. Reports directly to the Research Nurse Manager and the Office Manager (Research Manager(s)).
The PI and or his/her designate will provide broad directives. The coordinator collaborates with the Research Managers, Research Nurses and CRO's.

Supervision Given

The coordinator advises educates nurses, other research staff, contracted service providers, laboratory staff and UBC VGH laboratory staff, who are involved with the subjects or study conduct on the study protocol(s). The coordinator also acts as a resource with hospital staff, subjects and colleagues, and manages subject progress and follow-up.

Consequence of Error/Judgement

The coordinator is responsible for:

a) Lack of careful attention to regulatory guidelines and approvals could suspend Investigator physician and hospital University as a site for further clinical research and or funding. The performance of clinical trials and research projects must strictly conform to appropriate regulations: 1) personal: maintaining professional behavior and respect for subjects and staff 2) local: the UBC Clinical Research Ethics Board 3) Provincial: B.C. Privacy Act 4) Federal: Health Canada, International Conference on



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Harmonization, Tri-Council Policy Statement, Good Clinical Practice and 5) International: U.S. Food & Drug Administration.

b) Clinical mistakes made by the coordinator could be life threatening to subjects. Ensuring subject safety includes: 1) accurately judging study eligibility 2) being prepared for any side effects (expected or unexpected) and 3) updating clinical skills and knowledge to meet the demands of clinical complexity.

In addition, the Research Manager(s) and PI rely on the coordinator to alert them to clinical problems and unexpected events concerning study subjects and trial conduct: 1) Lack of study enrollment and completion of work according to deadlines would threaten loss of funding and consideration for future invitations to participate in clinical trials and 2) Poor communication skills with subjects would jeopardize their participation, and with sponsors and referring community physicians would reflect badly on the reputation of the research group.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Knowledge of current research regulatory guidelines and standards is preferred. Experience with psychometric testing and knowledge of standard neuropsychological tests required. Working knowledge of research methodology and design. Ability to exercise judgement and make decisions in accordance with the broad research objectives. Ability to independently organize workload. Computer proficiency required, including use of Word and Excel spreadsheets and similar applications. Knowledge of statistical methods and database applications is an asset. Effective interpersonal, oral and written communication, negotiation, organization and problem-solving skills. Ability to maintain accuracy and attention to detail and to work effectively under pressure to meet deadlines. Ability to work both independently and within a team environment. Ability to exercise tact, discretion and diplomacy. Some after-hours and week-end work may be required.

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Job Posting

Job ID: 18148
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level B **Business Title:** Research Grants Facilitator
Department: Anesthesia,Pharmaclogy&Thraputcs
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01
Job End Date: 2015-04-30
Funding Type: Grant Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Research Grants Facilitator (RGF) will take responsibility for developing, writing, publishing and editing scientific grants and papers along with a wide variety of research related documents within the Pediatric Anesthesia Research Team (PART - www.part.cfri.ca) and Electrical and Computer Engineering in Medicine (ECEM - <http://ecem.ece.ubc.ca>) group.

Organizational Status

The RGF will report directly to Principal Investigators who hold UBC faculty appointments with the Department of Anesthesiology, Pharmacology & Therapeutics. The CRC will also report to the Research Manager and also interact with other members of the Department, and collaborators from other departments within the University of British Columbia. The RGF may also interact with other local, national and international collaborators.

Work Performed

- a. Identifying, developing, and composing research grant and academic proposals for publication, letters of intent, background documentation, research program rationales, ethics submissions, and other documents;
- b. Developing and implementing , work plans and timelines
- c. Acting as liaison with investigators, staff and trainees to assist in converting research initiatives, concepts and results into written documentation, and disseminating information;
- d. Writing and editing scientific and technical documents based on communications with investigators and staff;
- e. Coordinating relevant grant information, statistics and curriculum vitae
- f. Participating in research budget forecasting and preparation, working with principal investigators to identify and explore funding opportunities
- g. Manage in-depth literature searches of scientific publications and resources;
- h. Acting as a resource to research fellows, assistants and students for writing and writing related tasks when requested;
- i. Meeting department and institutional requirements for obtaining signatures and approvals on grant applications;
- j. Performing other related duties.

Supervision Received



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Considerable latitude for the RGF's work is provided. The RGF is expected to develop a work plan and timelines, and to exercise a considerable amount of judgment and initiative in their duties and responsibilities. No direct day-to-day supervision will be provided.

Supervision Given

The RGF will provide assistance to staff, students and research fellows, as required.

Consequence of Error/Judgement

The RGF is required to conduct all research activities in an ethical manner following approved guidelines. Confidentiality must be respected when dealing with research data. Errors made could influence the ability of research staff to meet critical deadlines, as well as compromise the results of research projects, and therefore impact the credibility of the investigators and the Department. As data and results may be disseminated to other research partners, their results and credibility can be negatively influenced by the researcher's error.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. - Experience in scientific technical writing and grant writing fund-raising for non-profit organizations
- Experience in a scientific medical research environment including a full understanding of research methodology
- Computer literacy including Microsoft Office and writing publishing software
- Knowledge and understanding of academic grant process, research ethics and academic publication policies procedures preferred.

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Job Posting

Job ID: 18174
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Cooperative Education
Classification Title: Coop.Education, Level A **Business Title:** Experiential Learning Administrator
Department: UBCO-OfcProvst&VPrncplAcadm
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-12
Job End Date: 2015-05-11
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

This position assists the Faculty of Management's Community Engagement Student Experiential Learning Coordinator to develop a strong workplace experiential and interdisciplinary learning program at UBC's Okanagan campus for the Irving K. Barber School of Arts & Sciences, Faculty of Creative and Critical Studies and Faculty of Management. The successful candidate will research best practices for a pilot program around workplace experiential learning that is interdisciplinary, liaising with the Irving K. Barber School of Arts & Sciences, Faculty of Creative and Critical Studies, Faculty of Management and community partners to develop a business plan, market the program, and monitor all program delivery including logistics, design and implementation and student career advising. The candidate will liaise with the AVP Student portfolio to build ties with other experiential learning programs on campus, such as Go Global and Community Service Learning, and to the Teaching and Learning Centre.

Organizational Status

Works under the general direction of the Faculty of Management's Community Engagement Student Experiential Learning Coordinator

Work Performed

Major Responsibilities:

1) Research, design and implementation strategy

- Research best practices currently in place nationally and internationally for delivering experiential learning as a focus of a co-op program.
- Utilize researched information to help shape an innovative program for UBC's Okanagan campus with a focus on interdisciplinary and experiential learning.
- Understand the UBC Senate and policies procedures for both program and curriculum changes to ensure timely execution of the new program.
- Research and identify coop placement opportunities within the region and acting as a liaison with career professionals within the community.
- Responsible for initial design and implementation of a three-year strategy. Input into development of associated budgets.

2) Ensure Program Delivery

- Design and execute a new workplace experience program with a focus on interdisciplinary and experiential learning for the



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Faculties of Arts & Science, Creative and Critical Studies, and Management.

- Provides career counselling and develops and provides placement training for students.
- Develop administrative procedures and processes within the program and arrange appropriate facilitators to prepare upcoming employment sessions, or other any strategic career events, and ensure smooth execution.
- Develop marketing strategies and tools and design accurate communications to students, faculty, staff, and community partners to support the program.
- Provide analytical data and program progress.
- Research and remain up-to-date on access to government employment subsidies, and timelines for applications, and maintain strong communication to relevant parties
- Engage in ongoing market research of potential regional partnerships and provide such information to the coordinator for further business development opportunities.
- Work with students, faculty and staff to best understand and help manage program expectations.
- Perform other duties as required.

Performance Competencies and Criteria:

- Proficient in computer applications including MS Office, email, internet research and database management.
- Demonstrated ability to take initiative and work independently as well as with a team.
- Ability to build and maintain strong working relations within diverse work groups
- Strong marketing presentation skills, oral and written communication skills
- Ability to communicate effectively verbally and in writing with tact and sensitivity across different cultures.
- Ability to undertake event planning, facilitating and execution
- Past experience in project management
- Experience developing and delivering pre-employment training programs.

Supervision Received

The work will be supervised by the Community Engagement Student Experiential Learning Coordinator within the Faculty of Management. The successful candidate will work independently on this major program redesign and implementation with performance evaluated against set objectives and targets.

Supervision Given

May supervise student workers or student volunteers

Consequence of Error/Judgement

Incorrect decisions can affect quality of student applicants to the program. Failure to adequately assess community partners could result in students being placed in inappropriate work environments. Failure to assess and prepare students for appropriate work experiences could result in loss of credibility of the program with community partners. Failure to intervene and resolve student work placement performance problems could result in loss of working relationships between community partners and the University. Failure to apply policies and procedures established by the Ministry of Skills, Training and Labour could result in loss of accreditation and or financial support.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Community or industry related experience, either locally or internationally, and business development experience is preferred.



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Job Posting

Job ID: 18009
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D **Business Title:** Development Officer, Library
Department: Development Office
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-12 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-08 **Available Openings:** 1

Job Summary

Responsible for administering fundraising programs, including research, developing strategy, preparing proposals, stewardship and moving fundraising accounts through the donor cycle and raising an average minimum of \$.75-1.5M annually; or responsible for supporting development related activities of senior university administration by managing complex relationship with multi-unit stakeholders. Participates in comprehensive plans for identifying, cultivating, soliciting, and stewarding major gift prospects and donors. Assists in developing strategies for closing gifts.

Annual targets to be set by workplan goals and objectives. If position has direct donor contact, metrics are included. If no direct donor contact, annual targets to be set by workplan goals and objectives.

Organizational Status

Reports to: One of: Manager, Senior Associate Director, Director Assistant Dean, or Executive Director of Development.

Works with: UBC faculty and staff involved in fundraising.

Contacts: Donors and outside community groups and organizations.

Supervises: May supervise Development Coordinators, Development Associates and support staff.

Work Performed

- Works in partnership with senior management to facilitate maximum private and public sector support for the unit;
- Develops and implements a plan for identifying, cultivating, soliciting, and stewarding major gift prospects and donors;
- Develops and implements strategies for closing major gift solicitations and coordinates staffing for major gift solicitations;
- Develops and manages a portfolio of major gift prospects (75-125) making face-to-face visits (100-125 annually) for the purpose of discovery, cultivation and solicitation strategies for major gift prospects (a major gift is defined as a donation of \$25,000 or more); or is responsible for supporting development related activities of senior university administration by managing complex relationships with multi-unit stakeholders;
- Develops proposals and works with donors to generate gifts for priority projects, with an expectation to make solicitations (20-25 annually) at the major gift level; or administering fundraising programs, conducting research, developing strategies and



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preparing proposals;

- Ensures that appropriate donor recognition, acknowledgment and stewardship programs are in place;
- Generates donor prospect solicitation materials and correspondence;
- Performs other related duties as required.

Supervision Received

Works independently with general direction from manager to achieve objectives. Difficult technical problems and matters non-conforming to UBC policy can be referred to manager.

Supervision Given

May supervise Development Coordinators, Development Associates, and support staff.

Consequence of Error/Judgement

The position is a critical point of contact for donors and university staff in relation to development activities. Incorrect interpretation or communication of university policy and procedures or lack of tact, diplomacy or sensitivity in dealing with major donors and senior administrators could potentially result in damaged relationships and credibility, leading to the potential loss of significant donations.

The position shares responsibility for ensuring proper interpretation and implementation of academic and fiscal policies. If inappropriate advice is given, policies are interpreted incorrectly, or erroneous financial information is provided, the University could be in direct violation of stewardship and trusteeship obligations to donors.

The nature of the work involves a high level of judgement and decision-making. The incumbent participates in decisions concerning the planning, organization and utilization of staff, providing input into staff selection and job performance reviews.

Qualifications

Undergraduate degree in a relevant discipline. A degree in commerce, marketing or economics would be an asset. Minimum of three years experience or the equivalent combination of education and experience. Requires UBC wide knowledge and understanding of priorities, projects and opportunities. Thorough knowledge of the university environment and academic structure is preferred. Ability to work independently while exercising good judgement at all times. Computer experience required; MS Windows environment, Microsoft Office preferred. Experience working with a centralized fundraising system an asset. Ability to plan, co-ordinate and supervise the work of others, execute a variety of complex projects, and meet imposed deadlines. Strong verbal and written communication skills, both verbal and written, having the ability to communicate appropriately and effectively with donors, co-workers and other campus departments.

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Job Posting

Job ID: 18065
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Development
Classification Title: Business Development, Level B **Business Title:** Manager, UBCCard
Department: Parking Services
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-19 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-29 **Available Openings:** 1

Job Summary

The UBCCard is the "one" card for the UBC Vancouver Campus. The card is currently used by students, faculty and staff members as their University identification, building access card, library card and debit card.

Reporting to the Director, Parking and Access Control Services the UBCCard Manager is responsible for strategically leading enhancements to the UBCCard to increase its value, audiences and functionality. The UBCCard Manager is responsible for identifying, reviewing and implementing new card technology to add value to the program and ensure integration with campus and community partners. The manager is responsible for strategically seeking out new card partners, adding services to the card and growing card revenue. Annually, the UBCCard Manager develops a marketing program to enhance the value of the UBCCard. The Manager is also responsible for identifying new opportunities and audiences for the card including the UNA, Alumni and campus visitors.

Having a secure and integrated identification card system on campus for multiple day to day functions facilitates the mission of the University.

In addition the Manager, UBCCard supports, promotes and helps enhance the services provided by University Community Services units (UBC Bookstore, Parking, Security and Campus Mail).

Organizational Status

Reports to the Director, Parking and Access Control Services.

Works with closely with the department managers within University Community Services, Student Housing and Hospitality Services, UBC Library, Campus and Community Planning, including Campus Animation and Transportation planning, IT Services, AMS, UNA, Alumni Association and retail and restaurant partners.

Work Performed

- Identifies new opportunities and grows existing business through interaction with key players within academic institutions and the Campus card user industry. This position is responsible for strategically seeking out new card partners, adding services to the card and growing card revenue.

- Develops the overall strategic and long-range plan for the UBCCard program and its new initiatives. Develops and executes department-wide policies, procedures and programs to meet the targets and objectives of aforementioned strategic business plan and ensures consistent and effective implementation of all initiatives.



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- Establishes short term operational goals for the UBCCard program, ensuring alignment with overarching program strategies and objectives
- Prepares, manages and continuously reviews the UBCCard program budget. Makes recommendations for improvement to financial policies and procedures and the financial reporting system to provide increased efficiency, effectiveness and useful data for better decision making and to market the cards value to current and potential partners and to market the cards value to current and potential partners.
- Identifies, reviews and implements new card technology to add value to the program and ensure integration with campus and community partners. Understands the technology platform used to support the UBCCard and works with IT Services to identify system enhancements to support customers.
- Required to prepare and deliver presentations to various stakeholders and potential vendor partners to showcase the value of the card program and to grows its features and benefits.
- Works with UCS and FRO Marketing to develop the annual Marketing plan for the UBCCard program. Monitors the programs marketing campaigns throughout the year and makes adjustments as necessary to achieve objectives.
- Negotiates vendor and partner agreements. Manages the agreements to ensure that the university and the partners receive value from the programs.
- Maintains current knowledge of the card industry by liaising with industry groups such as - NACCU (National Association of Campus Card Users), and by working with other institutions and vendors.
- Liaises with internal stakeholders including University Community Services units, Student Housing and Hospitality, the UBC Library, Campus and Community Planning, IT Services, and external partners including the AMS, UNA and retailers and restaurants on the development of the UBCCard

Supervision Received

The UBCCard Manager works independently with considerable autonomy. Work is reviewed in terms of achievement of operational targets and long-term strategic goals as well as adherence with UBC policies and procedures. The position reports directly to the Director, Parking and Access Control Services.

Supervision Given

The UBCCard Manager does not have any direct supervisory responsibilities however they need to work with the Parking Office to ensure that the UBCCards are distributed effectively and accurately. The Manager may also direct the work of the Marketing Coordinator, University Community Services on specific projects or tasks.

Consequence of Error/Judgement

The UBCCard Manager is expected to make decisions with limited consultation. Failure to properly manage the card program could significantly impact the campus community if the functionality of the card was impaired. This could in turn affect the University's reputation on campus and in the community and vendor trust in the applications.

Qualifications

Undergraduate degree in a relevant discipline. A minimum of 5 years of experience or the equivalent combination of education



and experience. Experience with administration of a universal card system an asset. . Ability to develop and implement strategic plans, policies and procedures and manage projects through to completion. Knowledge of marketing and sales to effectively generate business opportunities. Ability to effectively manage organizational resources (e.g. people, materials, assets, budget). Strong leadership skills with an emphasis on decision making, problem solving and the ability to foster a motivating and respectful work environment. Effective interpersonal, verbal and written communications skills. Ability to analyze and interpret data, determine implications, and provide recommendations. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English.

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Job Posting

Job ID: 18095
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Development
Classification Title: Business Development, Level C **Business Title:** Associate Director, Strategic Partnerships
Department: Intern'l Student Initiative
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-04-30 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The International Student Initiative (ISI) leads the University of British Columbia's international student recruitment program, working with key partners at home and abroad to position the University as a destination of choice for outstanding students from a diversity of countries and school systems. The ISI has system-wide responsibility for international undergraduate recruitment and functions organizationally within an integrated-distributed model to coordinate international marketing and recruitment for both UBC campuses.

The Associate Director, Strategic Partnerships and Agency Relations, leads a newly-formed unit to initiate an effective, sustainable and exemplary network of international recruitment agencies that will support achievement of faculty international enrolment goals and bring to UBC a diversity of well-qualified students from the Americas, Middle East, Africa, Asia and Europe. The incumbent draws on his or her extensive knowledge and expertise in international student marketing and recruitment to establish a productive, high-performance cadre of commission-based international recruitment agencies working effectively and ethically on behalf of UBC to support greater international student flows from key international markets, while also widening the catchment areas for recruitment and strengthening UBC's on-the-ground presence in selected regions.

The Associate Director, Strategic Partnerships and Agency Relations, will create a pro-active third-party sponsorship program with the goal of increasing the number of students coming to UBC with full scholarships from their home countries to further achieve international enrolment goals. In this regard, the Associate Director Strategic Partnerships, cultivates sponsored student opportunities with governments as well as corporations, with other education institutions as well as non-governmental organizations. The Associate Director Strategic Partnerships assesses viability of sponsored programs and potential sponsors' fit for UBC faculty programs, while strengthening relations with current sponsors. The Associate Director works collaboratively with individual faculties and other UBC stakeholders and service-providers to identify the expectations of organization and government funders and to address the particular needs of sponsored students at UBC.

Organizational Status

Reports to the Executive Director of the International Student Initiative on overall goals and strategy for the program, but will report to the Senior Director, International Recruitment on the operational level. Works closely and collaboratively with the Associate Director of the ISI Okanagan campus, and with each of ISI's Regional Recruitment Directors to ensure recruitment efforts for each campus and in each marketing region are synchronized, coherent and complementary.



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Serves as a key member of the ISI senior leadership team to fulfill ISI's mandate to increase the number and diversity of international students in undergraduate and pathways programs at UBC, to understand faculties' annual international enrolment targets, program capacity, and international aspirations, and to develop strategies and tactics and the resources needed, human and fiscal, to support the meeting of those targets and the attendant tuition revenues.

The Associate Director, Strategic Partnerships and Agency Relations, will work closely with UBC's Legal Counsel in the development of agency contracts and with Payment and Procurement Services and other financial service units to ensure all aspects of the contractual arrangements for international recruitment agencies and sponsors meet UBC policies and procedures requirements. The Associate Director, Strategic Partnerships and Agency Relations will also ensure all activities and engagements with agencies and sponsors adhere to Senate policies and guidelines, particularly those that address third-party recruitment agents.

Interacts frequently and maintains open channels of communication in regard to coordinating work with international agents and sponsors, with:

- the Executive Director of UBC's International Office and other members of the VP Research and International division as may be required,
- with Continuing Studies, and the English Language Institute in particular,
- with the Faculty of Graduate Studies and Post-doctoral Research in Vancouver and with the College of Graduate Studies on the Okanagan campus

Works with senior staff in

- Enrolment Services, particularly International Admissions, in regards to international student applications facilitated by agencies and to shepherd sponsored students' applications through the admission process.
- Academic Advising offices and in Student Development and Services on matters related to the transition and progress of sponsored students in their program.

Work Performed

Major responsibilities

Agent-based Recruitment

1. Conceives, plans and implements a strategic and sustainable international recruitment program employing third-party commissioned agents that is integrated with and complementary to UBC's overall international marketing and recruiting strategy.
2. The Associate Director will develop an innovative, exemplary, ethical and highly-effective international agent program that:
 - a. Is focused on markets that support the overall international recruitment strategy and the University's international enrolment and diversity goals
 - b. Is characterized by clear goals and outcomes for agent-based recruitment
 - c. Results in a high-quality of student referred by agents to UBC
 - d. Is risk-balanced in terms of the whole agent portfolio
 - e. Is coordinated with other international recruiting activities undertaken by other university stakeholders
 - f. Is undertaken in full consultation with Admissions and in keeping with the University's registrarial functions
 - g. Adheres to Senate-approved Guidelines for Third-party International Recruitment
 - h. Adheres to Best Practice Guidelines for International Recruitment as articulated by the National Association for College Admission Counseling in terms of accountability, transparency and integrity.
3. The incumbent will establish agency screening and maintenance processes to mitigate reputational risk, while also establishing agent support and services that reflect industry best practices and facilitate the productivity of the partnerships. In this regard:
 - a. Is responsible for establishing the criteria for the selection and engagement of agents, exercising due diligence in the checking of references, business background, level of experience and training and other bona fides of agents



- b. ensures agents are properly screened and certified, with emphasis on agents certified by the American International Recruitment Council (AIRC), and that agents meet licensing requirements in their home countries, where applicable
 - c. conducts site visits in the country where the selected agent is located whenever possible
 - d. ensures agents selected do not charge unreasonable and usurious fees to students or exploit students and their families
 - e. regularly conducts post-arrival surveys of agent-facilitated students to ensure service quality and fair practice
 - f. consults with UBC Admissions to address any instances of fraudulent behavior on part of agents or agencies contracted with UBC, consulting with consular staff abroad or recruitment certification agencies as may be required, and taking immediate action to sever relationships with such agents as necessary
4. Develops an agent-based recruitment business plan, that includes
- a. developing a budget with the necessary resources, fiscal and human, to support implementation of an agent-based recruitment program, including anticipated commissions and other incentive plans;
 - b. responsibility for adherence to budget and for calculating return on investment and cost per recruited student
 - c. alignment with and complementary goals to the planning and outcomes of other departmental units
 - d. data-driven approaches that inform strategies and tactics.
5. Negotiates terms of contracts and develops agency agreements in close consultation with UBC Legal Counsel to ensure:
- a. UBC's brand and reputation are preserved, the University's interests served, and students are protected within the agent space
 - b. roles and responsibilities of agent and institution are clearly defined
 - c. the duration and timing of the agreement is clearly defined
 - d. key performance indicators are agreed upon
 - e. compensation and the terms of compensation are clearly articulated
 - f. adherence to Canadian law and regulations as set out by Citizenship and Immigration Canada
 - g. dispute mechanisms and termination clauses are included and appropriate
 - h. all contracts are regularly reviewed against performance of agents and student outcomes of students referred by agents
6. Develops appropriate and effective compensation models for agents engaged by UBC:
- a. by means of commissions per student and or marketing or service fees
 - b. conceives of other creative ways to incentivize agent performance
 - c. develops effective and timely payment procedures and protocols, in consultation with UBC Payment and Procurement Services
7. Designs and delivers a robust training and communications plan for agents, including:
- a. Serving as the primary contact person between UBC and the agent network
 - b. Carrying out frequent international travel to focus on training agents
 - c. Development and dissemination of a comprehensive agent manual
 - d. development and delivery of on-line training sessions and webinars to ensure agents have the appropriate product knowledge of UBC, its faculties and programs, admission requirements, application procedures, tuition fees, availability of scholarships, student services
 - e. ensuring there is a robust means of communicating closely and in a timely manner with agents during the contract period
 - f. development of agent-related print and online materials, newsletters, advertisements and other content as required
 - g. development and delivery of familiarization tours to UBC for agents and other meetings
 - h. may involve visiting agents in country and participating in fairs and information sessions organized by agents
8. Works proficiently with ISI's existing ezRecruit CRM to support tracking and results of agent-based recruitment, working with IT and Enrolment Services over time to migrate to a more robust CRM capable of administering and tracking agents and third-party recruitment, contracts, commissions, student progress, satisfaction and ROI.
9. In consultation with the Director of Marketing and Communications, develops culturally-appropriate marketing materials, translated into the language for the country, for agents to use to market UBC programs.
10. Prepares an annual report on agent-based recruitment outcomes and achievements at the end of each recruitment cycle. In this regard:



- a. Assesses effectiveness of the agent-based recruitment approach in meeting international enrolment targets and adjusts strategies as necessary to respond to changing market conditions within each of the regions in which UBC-engaged agents are operating.
- b. Assesses demographic, economic and socio-political factors affecting international student flows from the region served by particular agents; identifies and evaluates market opportunities and sources of increased numbers of well-qualified students.
- c. Anticipates trends and changes (such as currency fluctuations) that may impact performance of agents and yield of international enrolments from the region, and adapts approaches as needed.

Sponsored Student Program

1. The Associate Director, Strategic Partnerships and Agency Relations, is responsible for the development of a pro-active sponsored student recruitment program. In this regard:
 - a. Establishes program goals and direction to effectively position UBC to respond proactively to emerging sponsorship opportunities in countries of strategic importance to UBC
 - b. Identifies the priority programs potential sponsors' are most interested in
 - c. Works with faculties to identify program strengths that would be well-suited to sponsors' interests
 - d. Develops a business plan and a budget with the necessary resources, fiscal and human, to support implementation of the sponsored students recruitment program
2. Works closely with the Executive Director of the ISI and the Senior Director, International Recruitment to develop proposals and outreach to those governments, companies, or third party entities which fully or partially fund international student tuition, fees and living expenses, bearing in mind the University's system-wide capacity with two campuses
3. Works closely with UBC Legal Counsel and individual faculty units on sponsorship agreements and contracts, ensuring terms and

Supervision Received

The Associate Director, Strategic Partnerships and Agency Relations, works independently towards broad general goals to fulfill the ISI mandate. Reports to the Executive Director of the ISI on overall strategy, and to the Senior Director, International Recruitment, on all operational matters. Works closely and collaboratively with the ISI Associate Director on the Okanagan campus in terms of relationships with faculty and administrative units on that campus. Is subject to annual performance reviews by the Senior Director, International Recruitment, and is expected to provide an annual report for the Executive Director on results and outcomes of agent-based recruitment and the sponsorship program.

Supervision Given

Supervises Management and Professional staff assigned as recruiters or marketing coordinator, as well as student assistants. May be required to engage and supervise contract workers, consultants, or others brought in for short term assignments or projects.

Consequence of Error/Judgement

The Associate Director, Strategic Partnerships and Agency Relations, is responsible for the initiation, formulation and implementation of a new agent-based international student recruitment program and a pro-active student sponsorship program that is of critical importance to each of the faculties that the ISI serves, as well as the University as a whole.

The role of Associate Director, Strategic Partnerships and Agency Relations, is key to the International Student Initiative's ability to meet faculty enrolment targets and contribute to the University's long term revenue goals derived from international student tuitions. International tuition accounted for approximately \$107 M of the University's total tuition revenue in 2013. The University's ten-year plan projects annual growth of ISI students at UBC of more than 10% annually for Vancouver, and double-digit growth anticipated year over year for the next ten years for the Okanagan. This position is also critical to the healthy diversification of the student body, bringing students to UBC from the great variety of countries and cultures throughout Asia, Europe, the Americas, Middle East and Africa.

An ineffective agent-based recruitment strategy, poor decisions or judgment, carelessness and failure to exercise due diligence



around selecting, vetting and managing third party recruitment agents would materially degrade the University's international reputation and subject the University to legal risks. It could also put students at risk of exploitation. Inability to properly manage commissions and payments to third parties could result in agents breaking their contract with UBC, or failure to resolve contractual obligations could subject UBC to lawsuits. An uninformed and poorly trained representative working with multiple other universities and far away in another country can do great damage to the reputation of a Tier I university. An untrained agent who consistently sends unsuitable applications to UBC would result in wasted time and effort on the part of Admissions in turning away referred students who cannot meet the University's competitive admission requirements.

Poor performance in developing an effective sponsored student recruitment program would result in lost opportunities, on the one hand, but more seriously could result in a sponsor withdrawing its sponsorship and removing UBC from its list of recognized post-secondary providers. Lack of foresight, proper planning or poor market intelligence could result in missed opportunities for the faculties, and place UBC at a disadvantage with its major competitors.

The success of UBC's international recruitment and diversity goals are acutely dependent on the Associate Director's long experience, knowledge and expertise in the international education industry, his or her ability to build collaborative networks and strategic partnerships, and an understanding of those regionally-specific cultural, political and economic conditions that impact UBC's successful marketing efforts in each of the targeted regions.

Lack of knowledge of programs and UBC admission requirements on the part of the Associate Director, could misinform agents, sponsors and students and their parents, with a resulting loss of confidence in UBC and its representatives, and would ultimately depress enrolments and damage UBC's international reputation.

Failure to develop strong relationships and partnerships both internally and externally would result in weak and ineffective programs that do not achieve results and could damage the University's longer term international relations with countries, governments and organizations of strategic importance to the University over the long term.

Qualifications

Undergraduate degree in a relevant discipline. University degree in a relevant field, such as International Business, International Marketing, or within a field related to International Education. Minimum of six years experience or the equivalent combination of education and experience. Minimum of six years related experience in international marketing or international recruitment in a post-secondary context, or the equivalent combination of education and experience. Proven ability to cultivate and sustain strategic partnerships and build long-term mutually beneficial relationships with both internal and external stakeholders and partners. Ability to work effectively with third-parties including government representatives and members of Canada's consular missions abroad; proven ability to exercise tact, diplomacy, and sound judgment. Proven ability to undertake broad strategic planning as well as develop an effective means of implementing the plan through both long and near-term goals. Demonstrated skill and effectiveness in project management required. Superior oral and written communication skills as well as superior public speaking abilities; proven ability to communicate cross-culturally and to adapt speaking styles to accommodate English as a Second Language speakers. Demonstrated commitment to principles of excellent customer service. Experience training, motivating and supervising the work of others. Experience living or working internationally is highly desirable. Fluency in a second language preferred. Thorough knowledge and understanding of University policies and procedures. Proficient computer skills and knowledge of University's management information systems, including the ezRecruit CRM system. Ability to travel extensively internationally and within Canada. Must be a Canadian citizen or permanent resident of Canada.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 18166
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level C **Business Title:** Coordinator, Learning Initiatives
Department: Ctr Stud Involmnt & Careers
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01
Job End Date: 2015-04-30
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The Coordinator is a member of the Centre for Student Involvement & Careers and Chapman Learning Commons staff team. The Coordinator will be supervised on a daily basis by the Manager, Student Engagement (or designate) for strategic priorities, operational priorities and day to day issues. This position will also receive strategic priorities and direction from the Managing Librarian, Chapman Learning Commons.

The Coordinator, Learning Initiatives is responsible for organizing, delivering, and managing programs and services to support and enhance student learning designed for an outstanding educational experience characterised by learning, leadership and involvement. Program co-ordination will include working to provide clear communication to students and Faculties across a variety of media, delivering professional and evidence-based content to support academic success and leadership development for students and contributing to the evaluation and assessment of the outcomes of a variety of programs. The Coordinator, Learning Initiatives will provide assistance and work strategically with students, the AMS, student service staff, and faculty to improve the coordinated delivery and integration across a variety innovative learning programs. The incumbent will operate in support of the University's commitment to increased opportunities for students to participate in undergraduate research. Programs include initiatives with the Learning Commons (on line and face to face), Student Directed Seminars, MURC (Multidisciplinary Undergraduate Research Conference), PASS (Peer Assisted Study Sessions), Imagine UBC, Jump Start, Residence Life, and other student learning and research initiatives.

Organizational Status

This position reports to the Manager, Student Engagement (or designate). Receives strategic direction from the Managing Librarian, Chapman Learning Commons. Supervises staff and student employees. Must work cooperatively with other staff, students and faculty members to ensure that common goals are established and achieved.

Work Performed

Major responsibilities fall into the following areas:

1. Student Learning
 - a. Liaises with academic help centres (including AMS Tutoring, Writing Centre, Math Resource Centre, Chemistry Resource Centre, etc) and other learning support programs (Coaches Corner, PASS, SLGs, first year transition programs) to facilitate student support, improve communication, make recommendations for efficiencies and improved coordination among services, and initiate new



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pathways of support.

- b. Coordinates the planning and implementation of programs and activities to support student learning and success.
- c. Plans, proposes, implements, and evaluates programs to enhance the first year experience for students, with emphasis on a successful transition to a University Learning environment, and active engagement in campus life.
- d. Contributes to the assessment and evaluation of distributed and campus-wide program delivery mechanisms and learning outcomes.
- e. Develops an ongoing assessment plan for tutoring and coaching programs provided through the Chapman Learning Commons.
- f. In collaboration with the Chapman Learning Commons student training program, designs and deliver coordinated training to tutoring partners (AMS Tutoring & Writing Centre), aimed to ensure consistent and ethical service in the Chapman Learning Commons and facilitate cross-referral between programs.

2. Undergraduate Research Support

- a. Coordinates the MURC (Multidisciplinary Undergraduate Research Conference)
- b. Identifies existing areas and initiatives across Faculties and the University that support and enhance undergraduate research and contributes to their success
- c.

Plans and facilitates coordinated communications to Faculties, student government, and student service units to regarding undergraduate research initiatives.

3. Student Directed Seminars (innovative academic course for credit)

- a. Develops and implements strategies to ensure a sustainable structure for the program, in achievement of the University's commitments to enriched educational experiences for students.
- b. Provides mentorship, instruction, and guidance to potential and existing student co-ordinators, plans, sources and coordinates training, liaises with faculty sponsors, department heads and departmental administrators to resolve issues and effectively implement the academic courses.
- c. Facilitates the overall administration and coordination of the program, including liaison with students, student coordinators, faculty and the Centre for Teaching, Learning and Technology to ensure academic rigor and institutional support of seminars. Supports Faculties and faculty sponsors with processes to ensure academic rigor and facilitates the evaluation of the seminars.
- d. Oversees the daily management and administration of the program, including SISC administration, course scheduling, and grading.

e. Evaluates the current program delivery mechanisms and proposes systems that would enhance the experience and better support students and faculty.

4. Support for New Students 4. Other duties

- a. Manages the operations of the Centre for Student Involvement & Careers, including supervision of front line student peer advisors, and development, management, and evaluation of resources to support the functioning of the centre as a hub for student learning, professional development, and campus life.
- b. Oversees the annual orientation of more than 1500 individuals and numerous organizations to the resources and services of the Centre for Student Involvement & Careers, including the establishment of partnerships with the AMS, undergraduate societies, and student clubs.
- c. Participates on cross campus committees charged with responsibility for programs or initiatives to support student learning and engagement. Represents the views and perspectives of the Centre for Student Involvement & Careers and Chapman Learning Commons in a clear and thoughtful way.
- d. Remains current in the literature and research in the fields of Learning Commons, student development, university student learning, leadership and career development.
- e. Performs other related duties as required.

Supervision Received

Working under the direction of the Manager, Student Engagement (or designate), closely with the Managing Librarian, Chapman Learning Commons and as a member of both the Centre for Student Involvement & Careers and Chapman Learning Commons team, the incumbent exercises resourcefulness in the coordination and delivery of programs. This position is expected to function autonomously within clearly articulated priorities and objectives determined jointly by the Centre for Student Involvement & Careers and Chapman Learning Commons. Work is jointly reviewed by the Centre for Student Involvement & Careers and the Chapman Learning Commons for quality and effectiveness of results.



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Supervision Given

Manages student employees, designates work and prioritizes tasks for front line staff, manages student volunteers, and contributes to the orientation and onboarding of new staff and volunteers.

Consequence of Error/Judgement

Errors in judgment may cause serious results and identifiable deterioration to faculty and student relations; reduce services; cause embarrassment; increase event and program costs; and impact negatively the department's reputation and accountability with organizations, students, faculty and staff. Decisions have an impact on the development of relationships both within the university and in external communities. Decisions affect the credibility of the Centre for Student Involvement & Careers and Chapman Learning Commons programs and services, and hence the success of these initiatives university and community-wide.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Experience in coordinating, supporting, and managing an effective peer program. Past experience in an academic affairs student affairs environment at a university. Keen understanding of student learning strategies and theory. Expertise and experience in designing and delivering workshops and learning programs. Expertise and experience as a trainer, teacher, or learning specialist preferred. Past experience in evaluating program delivery and impact an asset. Excellent interpersonal skills and cross-cultural sensitivity. Excellent written and oral communication skills. Computer skills and willingness to learn new systems. Ability to manage the complexity inherent within a multi-faceted work environment focussed on broad outcomes for students. Teamwork and collaboration are essential. Evening and weekend work may be required.

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Job Posting

Job ID: 18167
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level F **Business Title:** Program Director, Global Campus Initiatives
Department: International Stdnt Dvlpmt
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01 **Ongoing:** Yes
Job End Date:
Funding Type: Grant Funded
Other:
Date Closed: 2014-05-01 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

The University of British Columbia, internationally recognized as one of the world's leading universities, fosters global citizenship and is preparing its students to make meaningful contributions to a civil and sustainable society. Through initiatives such as the Simon K. Y. Lee Global Lounge and Resource Centre (Global Lounge), UBC is taking a more prominent role in preparing globally-minded students to be "world-making agents" (Rizvi, 2007). UBC is deeply committed to building deeper connections with Africa and to working collaboratively with other partners to support the social transformation of Africa. Education will ultimately bridge the gap between Africa and the world, and educating the future leaders of Africa is vital in the creation of a sustainable future for the continent and for today's global community. UBC is committed to international development and recognizes the deeply interconnected relationships of the world and the important role that Africa plays. The MasterCard Foundation Scholars Program (MCFSP) will support the education of economically disadvantaged African students who can help to lead this reform, potentially changing the course of history for Africa.

The Program Director, Global Campus Initiatives is responsible for overseeing the growth and development of campus-based programming for globally-minded students through the Global Lounge and for the establishment of operational infrastructure intended to support students and partners engaged in the MCFSP. The Program Director will be responsible for the development and delivery of a complex constellation of programs that will require the incumbent to draw upon resources across campus, leverage the capacities of others to create those resources where they do not exist, support the development and operationalization of a strategy and vision for what is to be achieved, and work toward a changed culture inside and outside the University.

The Global Lounge, as the campus hub for 39 globally-minded student organizations annually and home to the AMS-UBC Global Fund, serves as a catalyst and animator for domestic and international undergraduate and graduate students to engage meaningfully with one another around critical issues of community engagement and international development. The Global Lounge partners with faculty and staff to mobilize globally-minded student communities through respectful dialogue, leadership coaching and community animation. Aligned with the International Engagement, Student Learning and Intercultural Understanding goals of the University, the Global Lounge is a key driver in advancing UBC's internationalization at home (I H) efforts.

Aligned with the MasterCard Foundation's Theory of Change, the Program Director is responsible for ensuring a nurturing environment and comprehensive wrap-around support services for the 112 student award winners from Sub-Saharan Africa over the next nine years. This support will incorporate individualized learning plans focused on specific learning outcomes for each student, partnerships with Faculties to conduct formal and informal assessments of student needs, assistance with the development and



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implementation of relevant social support services and mentorship, and providing students with leadership and community engagement opportunities, in both Africa and Canada, that help further develop a mentality of giving back and going back to Africa. The Program Director also serves as a catalyst to bring together staff, faculty, students and community members to contribute to the knowledge base about Africa and African students and to advance students' ability to contribute within the institution and be recognized for their contributions.

Organizational Status

The Program Director, Global Campus Initiatives, reports to the Associate Director, International Student Development (ISD) and as a member of that team. Additionally this position works closely with the Managing Director, Student Development & Services and the UBC MCFSP Academic Director on the direction of the program, as well as working in partnership with the Director, Principal Gifts, Development Office; the Associate Director, International Student Initiative; the MCF finance administrator; and other staff as needed. The Program Director is also the primary liaison with staff at the MasterCard Foundation and MCFSP network institutions.

She works collaboratively with colleagues within the Vice President, Students portfolio, International Student Initiative (ISI) and Enrolment Services, participating Faculties, Graduate and Postdoctoral Studies, the International Students Association, Africa Awareness Initiative and affiliated student organizations, the AMS GSS, and other units and departments across the University as well as members of the African community at UBC and beyond.

The Program Director may also take on leadership roles in cross-functional team projects and may supervise student interns seeking a student development work experience.

Work Performed

- Oversee the development of robust, sustainable operational infrastructure intended to support students, faculty, staff, and community partners engaged in the MCF Scholars Program and the Global Lounge.
- Develop a comprehensive strategy to achieve the vision, goals, and targets of the MCF Scholars Program and the Global Lounge. Draw on resources across campus to support the development and operationalization of this strategy. Develop programs, resources and coaching approaches responsive to the needs of the MCF Scholars over the duration of their award degree to enhance their UBC experience in and out of the classroom. Ensure MCF Scholars receive comprehensive supports to succeed academically, become fully engaged members of the University community and cultivate capacity to give back and go back to Africa.
- Liaise with and provide leadership to other staff on campus to provide seamless and knowledgeable services for MCF Scholars. Partner with Faculties to conduct formal and informal assessments of MCF Scholars' needs and assist with the development and implementation of relevant social support services. Assess and evaluate current offerings and provide direction in re-designing current programs and services. Document student experiences and program assessments.
- Work with campus partners to provide leadership and community engagement opportunities, in both Africa and Canada, which contribute to strengthening a mentality among MCF scholars of giving back and going back.
- Provide strategic direction for all aspects of the Global Lounge, including leadership development for student staff and member organizations, partnership development with key campus and community partners, facility and budget planning, assessment and evaluation and reporting.
- Direct program staff, student leaders and volunteers in the development and implementation of globally-focused on-campus opportunities for domestic and international undergraduate and graduate students. Cultivate expertise within student leaders regarding ethical decision-making, community engagement and respectful dialogue.
- Foster an international and intercultural dimension within the University and the community at large. Design and deliver awareness and education programs to faculty, students and staff relevant to supporting the University's strategic goals toward a fully engaged international and intercultural campus.
- In partnership with key stakeholders, sets strategic vision and direction to support and enhance student involvement in international and global student organizations, projects and initiatives.
- Bring together staff, faculty, students and community members to contribute to the knowledge base about Africa and African students and to advance students' ability to contribute within the institution and be recognized for their contributions.
- Regularly assess and report out on program activities, student outcomes and or quarterly budget updates to MasterCard Foundation



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and stakeholders across the university, especially ISI, Enrolment Services and the faculties.

- Prepare budgets and financial reports for funding bodies; ensure effective program documentation to account for program successes and organizational learning; and prepare quarterly and annual reports for programs as appropriate.
- Actively support development opportunities related to securing continued funding for the MCFSP ongoing.
- Provide direction for and oversee planning, budget, protocols and student leadership development for committee members and applicants for the AMS-UBC Global Fund.
- Work in partnership with faculty from the Centre for Intercultural Language Studies (CILS) to provide leadership, regularly assess and report out on the Tandem Language Learning Program.
- Liaise with key community partners at the University of Hong Kong and the HKU Alumni Association to ensure the development of joint programming opportunities for visitors from HKU and communicate with HKU community members regarding programs and opportunities.
- Perform duties consistent with the mandate of Student Development and Services as requested.

Will have an office on the UBC Point Grey campus. Occasional evening and weekend work will be required.

Supervision Received

Working under the general direction of the Associate Director, ISD, the Program Director acts independently and exercises considerable judgment and innovation in working with UBC students, faculty and staff and staff at the MasterCard Foundation and MCFSP network institutions.

Supervision Given

Supervises Program Advisor, Global Campus Initiatives . Responsible for management and supervision of professional and student staff and volunteers.

Consequence of Error/Judgement

Failure to meet programming, service and reporting targets can jeopardize the MasterCard Foundation Program gift and endanger the ability of future MCF Scholars to study at UBC. This can also severely compromise UBC's ability to secure major gifts in the future. Failure to fully support the MCF Scholars can have a devastating impact on UBC's ability to recruit and retain African students and severely damage UBC's international reputation. Lack of intercultural sensitivity and perseverance in handling students' personal situations, including broader crisis management issues, may result in significant distress for students and an inability for them to continue their studies.

Lack of intercultural sensitivity can also cause serious misunderstanding and or hardship for students, faculty and staff. Poor management of staff or volunteers may lead to inefficiency, discontentment or grievances.

Qualifications

Undergraduate degree in a relevant discipline. Master's degree in related field. Minimum of six years experience or the equivalent combination of education and experience. Minimum six years of related organizational development experience. Relevant experience with students from Sub-Saharan African contexts. Experience working directly with international students at the post-secondary level. Experience dealing with issues relating to international students and international education. Experience administering large, multi-stakeholder projects or programs, including budget management. Overseas work study experience preferred. Knowledge of additional language(s) preferred. Experience designing and delivering program assessment and evaluation. Knowledge of theories of intercultural communication and community engagement. Expertise in designing and delivering educational workshops and managing large events. Excellent interpersonal skills and intercultural sensitivity. Excellent computer skills. Excellent oral and written communication skills in English. Ability to work effectively in teams and to develop effective working relationships with students, faculty, staff and community members. Ability to manage the complexity inherent within a multi-faceted work environment focused on broad outcomes for students.



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Job Posting

Job ID: 18138
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Facilities Management
Classification Title: Facilities Management, Level F **Business Title:** Manager, Community Planning
Department: C+CP Planning & Design
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-06-02 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-06 **Available Openings:** 1

Job Summary

The Manager, Community Planning is responsible for developing plans related to the use and development of the UBC Vancouver Campus. Community and land use planning activities are undertaken to advance UBC's academic mission and discharge responsibilities under the University Act and the Municipalities Enabling and Validating Act. The Community Planner will coordinate and prepare new land use plans, ensuring compliance with policy and legislation, and will develop amendments to plans as required in order to meet changing conditions. This individual will work closely with the Director, Planning & Design on the development of a variety of long-range, strategic, and housing plans that are consistent with the UBC Land Use Plan (LUP), the Neighbourhood plans and the Vancouver Campus Plan (VCP) for the University and other relevant planning and regulatory frameworks. The Manager, Community Planning will also manage a variety of other planning policy assignments and coordinate various planning processes. This position requires work outside normal hours.

Organizational Status

This position reports to the Director, - Planning & Design. The position supports a variety of advisory bodies including, Advisory Planning Committees, Technical Advisory Committees for Neighbourhoods Plans. The Manager, Community Planning will maintain good working relationships with other units within Campus & Community Planning and with other related UBC departments and subsidiaries including, Building Operations, Infrastructure Development, Health Safety & Environment, Student Housing and Hospitality Services and UBC Properties Trust. The Community Planner will also contribute to relevant planning policies of the Greater Vancouver Regional District, the City of Kelowna, the City of Vancouver and other government authorities where requested.

Work Performed

- 1) Develop and coordinate work programs to efficiently and effectively achieve planning program objectives. Develop terms of reference for specific projects. Supervise consultants and staff.
- 2) Conduct research and analysis to develop planning proposals. Prepare draft plans, designs, concepts, and planning policies and provide advice, information and effective interpretation of planning policies and procedures.
- 3) Coordinate the review of draft plans and policies by a wide range of complex interests within the UBC administration, the campus community, the residential and business community, and external interests.



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- 4) Prepare reports on planning programs, planning processes and draft plans for senior university committees and the Board of Governors.
- 5) Participate in the policy aspects of regulatory planning and provide recommendations to ensure compliance of individual development proposals with long-range objectives and approved land use plans.
- 6) Provide direct day-to-day support related to long-term land use, campus plan and neighbourhood plan administration, and carry out neighbourhood and campus plan monitoring and implementation.
- 7) Conduct policy research studies, develop and prepare reports with recommendations on various policies, programs and projects.
- 8) Develop policies and procedures in lieu of by-laws to address the University's needs for municipal administration.
- 9) Collaborate with the Communications group within the department to communicate Campus Planning policy and to design community consultation programs that reach out to a variety of internal and external groups and individuals, including the public, politicians, consultants and staff.
- 10) Provide support to the Manager of Development Services and the Building Siting committee on the appropriate sites for institutional capital planning and non-institutional project planning.
- 11) Act as the department's representative on some municipal and regional steering and working committees if requested, presenting the University's view on planning matters.
- 12) To perform other duties as required.

Supervision Received

Works with a high degree of independence under the general direction of the Director, Planning & Design.

Supervision Given

May supervise professional planners, several resource people and coordinate several issues at any one time. Will manage the work of consultants. Will also coordinate efforts of department staff as required. Must be able to lead projects.

Consequence of Error/Judgement

The Manager, Community Planning is responsible for planning activities related to the use and development of the UBC campus lands.

The incumbent will influence allocation of funding in certain areas within significant project budgets. Errors in this work can cause problems of a financial, legal or political nature, which in turn result in cost and time delays during resolution.

Qualifications

Undergraduate degree in a relevant discipline. Eligibility for membership in a professional Institute or Association. Masters degree in Community or Urban Planning preferred. Membership or eligibility for membership in the Canadian Institute of Planners. Minimum of 7 years of related experience including experience in related technical fields, project coordination and cost control or the equivalent combination of education and experience. Progressively responsible planning experience, preferably in a local government setting, in community, long-range, planning. Additional experience in current planning also an asset. Familiarity with the Local Government Act and the Greater Vancouver Regional District planning context. Familiarity with the University Act and the Municipalities enabling and Validating Act Part 10 as it relates to UBC would also be an asset. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to analyze and interpret data, determine implications, and provide recommendations. Ability to effectively recruit, train, supervise, and motivate employees. Ability to exercise sound judgment. Ability to handle confidential information. Ability to conduct needs analyses, plan, organize, manage, monitor,



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complete, and evaluate projects within allocated time and resources. Ability to communicate effectively verbally and in writing. Ability to write technical reports. Ability to prioritize and work effectively under pressure to meet deadlines.

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Job Posting

Job ID: 16441 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Unassigned
Classification Title: University Veterinarian **Business Title:** University Veterinarian
Department: Animal Care Services
Salary: \$98,962.00 - \$123,702.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The University Veterinarian (UV) plays a significant role in providing strategic and technical leadership in all matters related to animal care and welfare at the University of British Columbia (UBC). The UV is part of the leadership team within Animal Care Services (ACS), working closely with the Director of Business Development and Operations and the Director of Finance. Together, these three positions are responsible for providing excellence in preclinical research support to all UBC researchers. In addition, the UV will assist in attracting new business to ACS to increase the unit's financial viability. The UV is responsible for leading a team of clinical veterinarians, who act as expert advisors in all aspects of animal care as well as providing professional veterinary services across all UBC facilities.

ACS, the largest animal care program in Western Canada and the second largest in Canada, is a centralized unit that oversees and is accountable for the University's animal research facilities for both the Vancouver Campus and the Okanagan Campus including the Centre for Disease Modeling, Modified Barrier Facility, Centre for Comparative Medicine, Rederivation Transgenics, and Facility for Infectious Disease & Epidemic Research.

ACS employs over 100 technical, administrative support, and management and professional staff, and has an annual operating budget of over 10 million dollars that provides comprehensive research support to all UBC researchers in multi-million dollar facilities.

In addition to the housing facilities and services for animals, it also provides veterinary and diagnostic services, as well as training and expertise in laboratory animal medicine, plus veterinary oversight of 23 animal facilities that must meet Canadian Council on Animal Care (CCAC) guidelines regulating governance, facilities and operations, including facilities owned by VCHRI, PHSA, PCHRI and the Open Water Facility (Port Moody), and the Cultus Lake Aquatic Research Facility.

Organizational Status

The University Veterinarian reports to the Associate Vice President Research. The UV works as part of a large and critical leadership team, including the ACS Director, Business Development & Operations (DBDO), the ACS Director of Finance, Academic Directors, Facility Managers and Chair of the Animal Care Committee.

Work Performed

1. Strategic Leadership

-In collaboration with key stakeholders, establish strategic goals and develop a vision and strategic plan for ACS



- Working closely and collaboratively with senior leadership to operationalize strategic goals
- Working with the DBDO, establish and maintain partnerships and collaborations to support the vision, mandate and goals of ACS
- Representing UBC in veterinarian matters, acts as the liaison between UBC, CVMA and BC veterinary community
- Build and maintain strong relationships with animal research programs in Canada and internationally
- Liaison with animal related humane law enforcement community in BC (i.e. BCSPCA enforcement branch)
- Support DBDO in exploring business development opportunities including the work of the BC PRC
- Advocate for UBC's continued access to a state of the art program in support of animal based research, protecting UBC's continued ability to use animals in research
- Provide advice and guidance to senior UBC personnel with respect to the public, legal and media aspects of the use of research animals at UBC, in a national and international context

2. Technical Leadership

- Provide leadership to the clinical veterinarians, researchers and animal care personnel in matters related to provision of animal care services, animal health and welfare, compliance, education and training, direct hands-on involvement with researchers, technical staff and students in promoting the sound conduct and practice of animal research
- Serve on the UBC Animal Care Committee as an ex-officio member and support the Continuing Review process, including protocol reviews and facility inspections. Ensure that the standards of the CCAC are upheld in all aspects of animal care.
- Ensure the well-being and welfare of the animals used in research and teaching at UBC, by promoting and monitoring animal welfare before, during and after their use. The UV is responsible for making determinations concerning animal welfare, in collaboration with the Animal Care Committee, the animal care staff and animal users. Authority for this is provided through the Vice President Research & International and the UBC Animal Care Committee.
- Align UBC policies, programs and processes to support UBC's animal research, providing oversight of animal research at an institutional programmatic level
- Maintain communication with security agencies, national government agencies (CFIA, PHAC, ITC) and Canadian Council on Animal Care (CCAC) regarding UBC animal care program and related issues
- In conjunction with Campus Planning and Facilities Planning, participate in the pro forma, programming, planning, architectural development, construction oversight, commissioning, operational oversight and trouble-shooting animal care and research facilities issues
- Working with the ACS Directors, develop operational tracking performance metrics for ACS
- Promote, ensure and advocate best practices in the welfare, care and use of research animals at UBC and affiliated teaching hospitals and institutes, which meet the standards of the CCAC, and legal standards enforced at the provincial and federal level
- In collaboration with the ACS Directors, the other veterinarians, and UBC Risk Management, develop and implement policies and procedures to appropriately manage risks
- Support and contribute to a respectful and collegial working environment for researchers and animal care staff

3. Management of Clinical Veterinarians and Other Staff

- Oversight of all veterinary services within the 23 facilities in the UBC system
- Manage, train and mentor clinical veterinary staff
- Ensure professional practices comply with CALAM standards of veterinary care; clinical veterinary responsibilities of all DVM personnel including this role follow the guidelines as defined by the national standards established in the Canadian Association of Laboratory Animal Medicine Standard of Care documents
- Recruit, orient and train DVM locum tenens and specialist assistance when appropriate from western Canadian veterinary community
- Working with the DBDO, provide advice and assistance in the selection and recruitment of key ACS personnel, coaches and advises key ACS personnel, continue to provide an environment and culture conducive to recruitment and retention of veterinarian staff

4. Teaching & Training

- Provide consultation, advice and training to staff and research personnel in matters pertaining to animal research and animal care

5. Professional Veterinarian Services

Working with a team of veterinarians to:

- Provide clinical oversight support to a varied research animal population, including domestic and wild animals at UBC and



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associated teaching hospitals

- Confer with principal investigators and their staff regarding protocol design, including the type and number of research animals needed. Provide instruction and assistance in the special care and treatment of animals related to these protocols
- Prepare and maintain a variety of records and operational reports concerning consultations and diagnostic decisions ensuring compliance with applicable CCAC guidelines and unit policies
- Keep abreast of new advances in the care and treatment of laboratory animals
- Participate and assist in an ongoing effective quality control system for laboratory work; revise techniques and procedures as required to obtain desired standards
- Be available for evening and weekend rotation of on-call duties
- Visit UBC Animal Care Committee regulated facilities regularly

Supervision Received

The UV works independently and with delegated authority under broad directives from the Associate Vice President Research.

Supervision Given

Direct supervision of staff veterinarians. Through the DBDO, co-supervises the facility managers.

Consequence of Error/Judgement

As a key player in the ACS's strategic and leadership team and operating with a high degree of independence and responsibility, the UV must exercise superior judgment in all areas and at all times. Errors could result in significant concerns regarding the liability, credibility and integrity of Animal Care Services and the University and may result in an additional financial burden on the Unit and or University. Errors could result in UBC being held in non-compliance with The Canadian Council on Animal Care which could result in research grant funds being withheld (more than 80 million dollars annually tied to animal-based research) thus damaging the University's reputation and stature. Errors in judgment could affect animal health and jeopardize research outcomes.

Qualifications

Doctor of Veterinary Medicine degree, eligible for licensure in B.C. An MSc or PhD in a relevant field preferred. Diplomate of the American College of Laboratory Animal Medicine preferred or eligible. . A minimum of ten years' experience with the management of laboratory animals and or provision of veterinary services within an academic or industrial research environment. Highly refined analytical, strategic and visionary skills. Thorough knowledge of regulatory and compliance requirements related to animals care use in research Ability to motivate and inspire measurable results in others. Experience with Containment Level II and III facilities. Sound analytical and problem solving skills. Prior experience in service provision and relationship management with contract research organizations, private industry and biotech an asset. Background in contract and legal aspects of dealing with biotech and pharma. Experience in post graduate training of research professional in laboratory animal sciences and laboratory animal medicine.

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Job Posting

Job ID: 17935 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Other Staff
Job Category: Other (Misc.) Staff
Classification Title: United Way Loaned Rep. **Business Title:** United Way Campaign Associate
Department: Ceremonies Office
Salary:
Full/Part Time: Full-Time
Desired Start Date: 2014-08-25
Job End Date: 2014-12-12
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-11 **Available Openings:** 1

This is a secondment opportunity, only for internal UBC candidates.

Job Summary

Two positions will be working on the UBC Community United Way Campaign at the Point Grey campus, as well as on other assigned campaigns throughout the Lower Mainland. Successful candidates are paid his/her current full salary and are seconded, or temporarily transferred, to the Campaign Associate position for a four-month term (approx. Aug 25th-December 12th 2014). Campaign Associates work with campaign coordinators and volunteers to plan and implement successful campaigns, develop leadership, team-building and public speaking skills, and enhance interpersonal skills.

Organizational Status

Reports to: Volunteer UBC Campaign Chair(s) and United Way of the Lower Mainland Resource Development Specialist

Works with: UBC Campaign Coordinator, UBC faculty, staff, students and community members involved in fundraising for United Way (Vancouver)

Contacts: UBC staff, faculty and students, donors, community groups, United Way of the Lower Mainland

Work Performed

Organizing United Way campaigns for various business and organizations; Working with in-house coordinators of those campaigns to develop and implement action plans; Making presentations to communicate the United Way message to individuals and groups; Attending and assisting with special events and other activities; Training, motivating, and recognizing workplace volunteers.

Hours will vary; some evening or weekend work will be required. One-half day training introduction in late June. Compulsory one-week training the week of August 25th. Occasional on-campus meetings through the spring and summer.

Mileage and parking expenses will be reimbursed.

More information: www.unitedway.ubc.ca and <http://www.uwlm.ca/campaign-associate-program>.

Supervision Received



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Works independently, under general direction from Volunteer Campaign Chair(s), United Way Resource Development Coordinator, and UBC Campaign Coordinator to achieve objectives.

Supervision Given

None.

Consequence of Error/Judgement

The interactions of this position with donors to the UBC Community United Way Campaign and to United Way of the Lower Mainland are crucial to the continued success and growth of the UBC Campaign. Confidentiality is extremely important. Poor judgment could lead to alienation of donors, embarrassment to UBC and or United Way of the Lower Mainland and could result in the loss of significant financial and public support for the Campaign.

Qualifications

Candidates must be full-time, continuing employees of UBC. Applicants of all backgrounds encouraged to apply. If the applicant is selected, release of the employee is at the discretion of the unit. To avoid disappointment, applicants are requested to consult their supervisor before applying. Funds (up to a maximum) will be transferred to the successful candidate's department to cover costs associated with the secondment.

Knowledge of the University, its organizational structure and strategic goals and values;

Experience partnering with units across campus;

Experience creating solutions that meet multiple goals;

Group-facilitation or presentation experience required. - Enthusiastic and energetic individual; a team player;

- Ability to build relationships and collaborate with individuals from diverse backgrounds towards common goals;

- Excellent customer service, interpersonal, and relationship-building skills; solutions oriented mindset;

- Ability to learn quickly, think on your feet, and adapt actions accordingly;

- Ability to effectively manage time and work well under pressure;

- Ability to exercise tact and discretion when disseminating information;

- Excellent written and oral communication skills;

- Strong organizational skills;

- Attention to detail an asset;

- Valid driver's license, laptop, daily use of car, and ability to lift and carry up to 20kg required.

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Job Posting

Job ID: 18187
Location: Vancouver - Point Grey Campus
Employment Group: Service Unit Directors
Job Category: Facilities Management
Classification Title: Managing Director **Business Title:** Managing Director
Department: UBC Utilities - Administration
Salary: \$128,158.00 - \$160,197.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-06-16 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-05-25 **Available Openings:** 1

Job Summary

The University of British Columbia (UBC) has been ranked as one of the top 30 institutions in the world, with strengths across a multitude of disciplines and programs. The University is home to over 58,000 students who are supported by 15,000 faculty and staff on two main campuses in Vancouver and Kelowna. The award winning campuses are known for their commitment to sustainability, leading edge design, and liveable communities.

Organizational Status

Working autonomously under the executive direction of the Vice President, Finance, Resources and Operations (VPFRO), and acting as an integral member of the VPFRO senior leadership team, the Managing Director is responsible for the operation and maintenance of over \$4 billion in building and landscape infrastructure; 9 million square feet of academic building space; and the 1,000 acre UBC Vancouver campus. A strong, collaborative, and empowering leader, he she provides leadership for over 700 staff across a range of campus-wide services, and has overall responsibility for the planning and preparation of the \$47 million department operating budget and the \$10 million capital budget.

Work Performed

The Managing Director, Building Operations, is responsible for ensuring the best physical environment for learning and research at UBC by providing strategic leadership, vision, and direction in the stewardship, operation, maintenance, renovation, and repair of university facilities, and grounds..

Supervision Received

The Managing Director works autonomously under the executive direction of the Vice-President, Finance, Resources and Operations.

Supervision Given

The Managing Director is directly responsible for supervising the work of the Superintendents, and the Director, Operational Effectiveness. The Managing Director has responsibility through the central departments for the HSE Manager and Finance Manager.

Consequence of Error/Judgement



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The position is critical to the success of UBC Building Operations and the services that it provides. The Managing Director is accountable to the Vice-President, FRO and to the Board of Governor for the stewardship, operation, maintenance, renovation and repair of university facilities, infrastructure and grounds. The Managing Director must apply judgment, tact and discretion due to the broad and extensive implications for the success of Building Operations in the areas of strategic, operational, financial and human resource management. Decisions impact the reputation of Building Operations across campus and with the community. The consequence of decisions could result in a complete or partial shut-down of the whole University, significant damage to University property and equipment, significant safety hazards, delays and inconvenience for users, wasted materials, human resources consequences, legal consequences and additional costs.

Qualifications

An experienced and service-oriented leader, the ideal candidate will bring a track record of success in a senior general management role related to infrastructure and facilities management. A professional engineer, ideally with an MBA, the new Managing Director will bring experience managing large, complex, unionized departments. Superior leadership skills with emphasis on decision-making, problem solving, research and analysis, and the ability to foster a motivating, and respectful environment will be key to the new Managing Director's success.

To explore this exceptional leadership opportunity further, please contact Alex Verdecchia in our Vancouver office at 604-685-0261, or please submit your resume and related information online at averdecchia@boyden.com.

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Job Posting

Job ID: 18182
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 1 **Business Title:** Research Asst/Tech 1
Department: Fisheries Centre
Salary: \$37,581.00 - \$39,420.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-16
Job End Date: 2014-12-31
Funding Type: Grant Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

To assist in the fisheries catch reconstruction work for selected countries as determined by Sea Around Us Project

Organizational Status

Reports to Dr. Dirk Zeller, works with Kyrstn Zylich, and will also assist the Principal Investigator, Dr. Daniel Pauly if the need arises.

Work Performed

Tasks:

1. Conduct computer- and library-based literature searches of journals (e.g., using ASFA and other science, as well as social science databases), reports, governmental and inter-governmental organizations (including where appropriate UN, FAO, UNEO, UNESCO and Regional Fisheries Management Organizations), websites of non-governmental organizations etc. with emphasis on fisheries historic and fisheries science related information and data for a variety of countries around the world.
2. Assist in gathering information with country- and regional-specific experts on fisheries data.
3. Assist in catch reconstructions for selected countries based on the available information and data.
4. Assist in assembly of data and information into coherent time series of national fisheries catches in preparation for fisheries catch reconstruction.
5. Document the fisheries catch reconstruction approaches and strategies used and implemented, and document the data, information sources, and associated references.
6. Assist in creating Excel spreadsheets for agreed data and information for the reconstructed fisheries catches.



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7. Assist Sea Around Us project personnel in the assembling of publications as part of the overall Sea Around Us scientific publication efforts in the Fisheries Centre Research Reports series and, if applicable, in scientific journals.

8. Meet other Sea Around Us Project research needs, for example literature research, photocopying, and basic data entry in existing databases.

Supervision Received

Reports to Dr. Dirk Zeller on day-to-day issues

Supervision Given

None

Consequence of Error/Judgement

Overall database reliability, product and output accuracy, and correctness of database products are crucial. Failure to provide reliability, accuracy, and timeliness will lead to loss of scientific and community support, and loss in trust in project outputs.

Qualifications

High School graduation. The preferred candidate will have a High School diploma (Bachelor in Science preferred). Minimum of 1 year of related experience or the equivalent combination of education and experience. - Knowledge of the sources of global fishing datasets

- Organizational and time management skills
- Experience with spreadsheet or database software
- Experience in using large datasets
- Able to work as a team member
- Willingness to assist others as needed

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The research assistant will work under the general direction of the PI and the Knowledge Translation and Exchange Scientist within established policies, procedures and standards.

Supervision Given

The research assistant may oversee and direct the work of one or two lower research assistants and or graduate students.

Consequence of Error/Judgement

Carelessness during the performance of duties outlined could jeopardize the progress of research activities and ultimately affect the reputation of the research group and the PI within the research community.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Minimum of 3 years related experience or the equivalent combination of education and experience. Experience in qualitative and quantitative research methods, including data collection. Ability to maintain accuracy and attention to detail. Ability to effectively use statistical software (SPSS and Nvivo), Filemaker and MS Office at an intermediate level. Ability to communicate effectively verbally and in writing. Ability to exercise tact and discretion. Ability to work effectively independently and in a team environment.

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Staff Job Postings

- Participate in monitoring the uptake of recommendations
- Participate in the preparation and delivery of presentations for decision makers (e.g. committees, planning meetings, etc.) and professional and lay meetings
- Contribute to manuscripts, reports, etc. for external publication
- Respond to student, staff and faculty inquiries related to assigned evaluation work
- Coordinate and or contribute to work groups and or projects aimed at increasing the efficiency and effectiveness of ESU
- Perform other duties as required to ensure the successful completion of evaluation projects

Supervision Received

The Evaluation Assistant will work under the general supervision of an assigned Evaluation Specialist. She he will receive detailed instructions on the assignment of new duties and thereafter only on new or unusual problems.

Supervision Given

The Evaluation Assistant may oversee and direct the work of temporary staff or employees (as needed) in which case they are responsible for the accuracy of the work produced.

Consequence of Error/Judgement

The Evaluation Assistant is responsible for assisting with the implementation of assigned evaluation activities. She he is accountable for the timely delivery and reliability of their work. Poor decisions and errors in judgment could result in delayed completion of projects or inappropriate planning, result in financial loss, and damage the reputation of the Evaluation Studies Unit, the Faculty of Medicine and the University of British Columbia. In addition, the impact, if an error occurred, would be misinterpretation of results in information disseminated to decision-makers, the public, and academic audiences. The consequences could lead to inappropriate policy and decision-making related to medical education.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Minimum of 3 years related experience or the equivalent combination of education and experience. Ability to effectively use MS Word, Outlook, PowerPoint and Excel at an advanced level. Excellent command of the English language with a strong ability to communicate effectively both verbally and in writing. Ability to research and compile information from various sources. Ability to effectively use SPSS, and NVivo at an intermediate level. High level of thoroughness, accuracy, and have attention to detail. Ability to identify and correct missing and incomplete data. Ability to analyze and interpret quantitative and qualitative data, determine implications, and provide recommendations. Strong ability to compose correspondence, reports, presentations, and other written materials using clear and concise business English. Ability to accurately proofread for spelling, grammar, and punctuation. Ability to effectively manage multiple tasks and priorities. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to anticipate problems and issues and plan ahead. Ability to exercise sound judgment. Ability to exercise tact and discretion. Ability to work independently and demonstrate initiative. Ability to work in a fast-paced team environment. Ability to develop and maintain cooperative and productive working relationships internally and externally. Flexibility in work hours periodically required.

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Job Posting

Job ID: 18150
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 3 **Business Title:** Research Asst/Tech 3
Department: Family Practice
Salary: \$41,814.00 - \$45,600.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-19
Job End Date: 2015-05-18 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2014-05-02 **Available Openings:** 1

Job Summary

The research assistant will provide overall support to the Centre for Rural Health Research (principal investigators Jude Kornelsen and Stefan Grzybowski, Centre for Rural Health Research, UBC Department of Family Practice).

Organizational Status

The Centre for Rural Health Research emerged in response to the need for an evidence-base to inform the policy and planning of health services for rural residents, with a focus on maternity care. A productive, interdisciplinary collaborative relationship between the co-directors has led to multiple peer-reviewed grants from multiple agencies, the findings from which have given rise to an evidence base that is corroborated by the international literature. The emerging local evidence has been incorporated into planning processes which have precipitated partnerships with local communities, rural clinicians, and local, regional, provincial and national planners who, in a reciprocal relationship, contribute to the development and refinement of the research agenda.

Work Performed

- Contributing to and assisting investigators in the preparation of manuscripts, articles, abstracts, posters and presentations for academic journals and conferences.
- Researching and synthesizing rural health services literature. This includes academic searches of online databases, and summarizing articles findings in written reports and tables.
- Supporting and facilitating grant applications. This includes referencing support, formatting and editing.
- Overseeing and preparing ethics applications to UBC and other organizations for upcoming projects, ensuring that ORS requirements are met.
- Performing financial tasks such as monthly reconciliation of accounts, preparing budgets, and processing payments.
- Coordinating and supporting Work Learn Students and their projects. Updating the website and other administrative tasks.
- Assisting in quantitative and qualitative research activities (i.e. data entering, cleaning, and analysis).
- Any other tasks as needed.

Supervision Received

The research assistant will receive supervision and support from the principal investigators.



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Staff Job Postings

Supervision Given

N A.

Consequence of Error/Judgement

The principal investigators and core coordinators will work closely with the research assistant in all areas, and the research assistant will be expected to regularly update them on progress.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Minimum of 3 years related experience or the equivalent combination of education and experience. Demonstrates experience in health services research; academic and or professional experience in research and writing. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to work effectively independently and in a team environment. Ability to analyze problems, identify key information and issues, and effectively resolve them. Ability to maintain accuracy and attention to detail. Ability to effectively manage multiple tasks and priorities. Ability to effectively use PowerPoint, Word, Excel, and Endnote at an intermediate level. Skills with SPSS, QSR Nudist NVivo are an asset. Ability to communicate effectively verbally and in writing. Ability to exercise tact and discretion.

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Job Posting

Job ID: 18142
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 4 **Business Title:** Research Asst/Tech 4
Department: Nursing, School of
Salary: \$47,861.00 - \$52,040.00 (Annual)
Full/Part Time: Part-Time (20%)
Desired Start Date: 2014-04-01
Job End Date: 2014-12-31
Funding Type: Grant Funded
Other:
Date Closed: 2014-04-29 **Available Openings:** 2

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

Job Summary

A team of researchers, including faculty at UBC and community members of 'Namgis First Nation. The Research Assistant will be located in the community of Alert Bay and will work closely the principal co-investigators and other team members in the organization and planning of this participatory research project.

The research assistant will engage in a variety of activities related to this research project, including the coordination of data collection, training and supervision of staff, and assisting with report and grant writing.

Organizational Status

The research assistant will report directly to the project co-principal investigators, and will work collaboratively with other members of the research team in the community of Alert Bay.

Work Performed

- Develops and writes procedures guiding data collection in Alert Bay.
- Troubleshoots problems in data collection and data management.
- Organizes recruitment of participants and data collection in the community of Alert Bay. This process includes distributing and collecting survey materials, conducting interviews, and participating in workshops.
- Ensures the ethical integrity of the research process in the community of Alert Bay throughout the data collection processes.
- Supervises, schedules and trains staff involved in data management and transcription of the data.
- Conducts data analysis.
- Contributes to research team and Community Advisory committee meetings.
- Maintains a clear line of communication with team members, ensuring that any issues are promptly raised and resolved.
- Writes reports and assists in writing grant applications.

Supervision Received

RA will be supported by other team members in Alert Bay and the co-principal investigators. Works under minimal supervision, exercising considerable judgment and initiative in developing and implementing work procedures and in the coordination of the project.



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Staff Job Postings

Supervision Given

RA is responsible for the supervision of staff at lower classifications. This may involve the training of research assistants for data collection. May have input into staff selection.

Consequence of Error/Judgement

Work will be monitored by the co-principal investigators. Errors or incorrect decisions could potentially result in delays in completing the project or seriously compromise the quality of the research.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Masters degree in a relevant field, preferred. Minimum of 4 years of related experience or the equivalent combination of education and experience. Experience working in a rural, remote First Nations community is essential; Work experience in a health or social services field an asset. Experience in qualitative research projects, including interviewing and data analysis an asset. Membership in the 'Namgis community required; Ability to organize and conduct qualitative data collection; Able to independently conduct literature searches on selected topics; Ability to write research procedures and assist with grant writing; Demonstrated interpersonal skills and effective organizational abilities; Demonstrated ability to work effectively independently and within a team environment; Fluency in 'Namgis language an asset.

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