



## Senior Manager, Enterprise Services, US

### Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment allowing them to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 26 universities in the US, United Kingdom and Asia, including our US partners Oregon State University, University of South Florida, Colorado State University, George Mason University, Drew University, Saint Louis University, University of Alabama at Birmingham, Suffolk University, and Hofstra University.

### Reporting Line

This role reports directly to the Vice President, Information Systems, North America.

### Job Overview

The Senior Manager of Enterprise Services supervises and works with a team of IT professionals, leading on the management of IT functions and systems operations as well as the delivery of IT service and support to University partners, end-users, and internal customers. This position is accountable for the delivery of effective and efficient customer service, oversees our Extract Transform Load tools, and leads on IT service management. This role works collaboratively with the regional and global IT teams to manage IT support infrastructure, leads a team of programmers, ensuring systems and processes operate optimally to provide maximum performance and availability to users and students/customers.

This is a valued role in a growing, dynamic organization, so the responsibilities of the position may change over time but will include the following:

- Works in close collaboration with the Information Technology team in providing leadership, direction, and guidance to staff and managing operational activities to achieve the department's long and short-range goals and business objectives.
- Directs the provision of IT support and services, managing the IT department's work teams and units including: Infrastructure Services and Support, Developers, Extract Transform Load Processes, Help Desk, Server and Network Administration, and Communication services.
- Assists the North America Information Technology function in formulating and implementing policies, procedures, and standards. Implements and manages customer support and technical services support models that address and bring resolution to the technical needs of the college.
- Directs managers and IT staff working on projects to assess and improve IT operation and resolve client issues. Leads teams in the design and implementation of customer support and technical support models that address and meet the technical needs of the college. Makes recommendations for technical improvements to business processes.
- Analyzes, develops, and recommends plans and solutions to operational, management, business process, or company-wide telecommunications and support operations services including hardware and software activities and associated problems.
- Recruits, interviews, and selects qualified staff. Defines roles and responsibilities of employees and work teams. Administers personnel actions and enforces personnel policies and procedures. Participates in resolving employee/labor relations issues.
- Ensures employees understand their job duties and how performance will be measured. Evaluates employee performance and provides feedback.
- Identifies and facilitates training and professional development opportunities for staff to support skill development.
- Develops and maintains services catalog describing the offerings of ITS services and participates in the development of service level agreements for the delivery of those services.

- Identifies opportunities to develop systems that will enhance operational efficiencies; evaluates and recommends new tools and methodologies that will expedite or enhance the operational/development process.
- Assists in preparing, monitoring, and administering annual budget for the department, including staffing, equipment, and supplies.
- Oversees the inventory and reconciliation of all newly procured technology materials and ensures accurate product tracking and delivery to appropriate requesting department. Maintains detailed and up-to-date records of all technology purchases.
- Coordinates reviews and analyzes requests for proposals ensuring compliance within technical specifications.
- Works collaboratively to coordinate system availability, performance management, and capacity planning issues; assures timely, accurate and prompt turnaround of work orders/requests.
- Monitors workload statistics in support of achieving service level agreement goals; and reviews plans for new construction, remodeling or requests for telecommunications and data communications services requirements.

## Qualifications and Experience

### Education, Training and Experience

- Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, or a related field.
- ITIL (Information Technology Infrastructure Library) certification preferred.
- Five years of relevant IT support work experience.
- Knowledge and understanding of relevant regulatory requirements such as the Family Education Rights and Privacy Act (FERPA).
- Advanced computer skills. Proficiency in Microsoft Suite (Word, Excel, PowerPoint).
- Knowledge of project-based methodologies
- Comprehensive Reporting and Querying Skills
- Extract Transform Load Skills (preferably in Jitterbit) to manage processes

### Knowledge, Skills and Abilities

- Knowledge of various operating systems, operations security, and database services.
- Knowledge and understanding of enterprise, network, systems/endpoint, application and data protection issues and security risks.
- Excellent interpersonal and communication skills.
- Well-developed leadership skills in a matrix organization structure.
- Strong organizational skills.
- Solid project management skills.
- Ability to work effectively within a culturally diverse environment.
- Ability to understand and lead technical resources.
- Ability to work independently and with a high degree of professionalism.
- Leadership – Demonstrates willingness to lead, take charge, and offer opinions and direction.
- Adaptability/Flexibility – Works effectively in an environment in which the parameters may change daily; adjusts behavior to meet the needs of different people and situations.
- Initiative – Demonstrate willingness to take on responsibilities and job challenges.
- Attention to Detail – Pay careful attention to detail and thoroughness in completing work tasks.
- Dependability – Demonstrate reliability, responsibility, and dependability and fulfill obligations.
- Technology Savvy – Capable user of technology who understands the role of technology in the institution and who will guide and support its efficient and effective use.



## Location

This position will be located at INTO North America, preferable in Tampa, Florida or one of our University partner locations. Highly qualified candidates will be considered for 100% remote.

## How to Apply

To be considered for this position, please submit your Resume and CV by clicking link the below:

[https://workforcenow.adp.com/mascsr/mdf/recruitment/previewJobDesc.html?lang=en\\_US&cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101\\_000001](https://workforcenow.adp.com/mascsr/mdf/recruitment/previewJobDesc.html?lang=en_US&cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001)

**INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.**

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