WORKING WITH

Information Technology Services

We are an exciting destination for seasoned and aspiring IT professionals, with a team of more than 200 talented people who call Information Technology Services at the University of Toronto our professional home.

Find out who we are, what it's like to work with us and what you can expect at your interview.

UNIVERSITY OF TORONTO | Information Technology Services

U OF T: AN ACCOMPLISHED PAST AND PROSPEROUS FUTURE

We are proud to be one of the world's top research-intensive universities, bringing together top minds from every conceivable background and discipline to collaborate on the world's most pressing challenges.

STORIED HISTORY

Founded in 1827, U of T is Canada's top university with a long history of challenging the impossible and transforming society through the ingenuity and resolve of its members.

SENSE OF COMMUNITY

Our community is a catalyst for discovery, innovation and progress, creating knowledge and solutions that make a tangible difference around the globe.

DIVERSITY IS OUR STRENGTH

An equitable and inclusive working and learning environment creates the conditions for our diverse staff and student body to maximize their creativity and contributions, thereby supporting excellence in all dimensions of the institution.

TOGETHER, WE CAN DEFY GRAVITY

Together, we continue to defy gravity by taking on what might seem unattainable today and generating the ideas and talent needed to build a more equitable, sustainable and prosperous future.

IT@UOFT: LEADING CHANGE AND SUCCEEDING, TOGETHER

Through a federated governance model and together with our colleagues across the institution, the IT@UofT community focuses and guides our efforts to support the University's academic mission through information technology services.

THE VISION THAT GUIDES OUR WORK

IT@UofT provides leadership that enables the University to achieve our mission by fostering an integrated and collaborative community, built on creativity, agility, transparency and trust.

Three pillars are at the core of what we do.

PEOPLE   SOLUTIONS   COLLABORATION

These three thematic pillars outlined in the IT@UofT strategic plan provide a concentrated focus for the development of further plans within ITS and more broadly across the University.

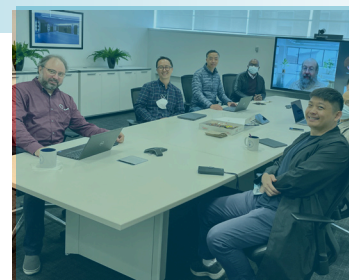# PROVIDING CENTRAL IT SERVICES AND SYSTEMS THAT SUPPORT U OF T'S MISSION

WHAT WE DO

ITS, which is part of [Operations and Real Estate Partnerships](), undertakes strategic and tactical initiatives to secure the greatest value from the University's investment in IT.

Working in collaboration with academic administrators, process owners and distributed IT service providers, ITS identifies technology opportunities and inefficiencies, and implements services and technology solutions to reduce complexity and improve IT services for students, faculty and staff.

Our services and support include:

- Enterprise-wide administrative management systems
- Student information systems
- Learning management engine
- Information security
- E-communications and telecommunications
- Networking, server and data storage infrastructure
- Online learning
- User support services

CORE VALUES

Our [core values]() are foundational to how we operate as a team and are key to the behaviours we want to model daily when interacting with each other and our community. They are:

- Service and operational excellence
- Creative and critical thinking
- Teamwork
- Shared leadership
- Culture of learning

WE ARE A TOP DESTINATION FOR ASPIRING AND EXPERIENCED IT PROFESSIONALS

From high-calibre recent graduates to seasoned professionals, our team members have various backgrounds in diverse IT disciplines.

Candidates often come from leading organizations within private and public sectors, contributing to our diverse, collaborative, creative and caring workforce that is dedicated to supporting and delivering quality services. It's not uncommon for our people to have several decades of experience within ITS and U of T.

WHY DO OUR TEAM MEMBERS CHOOSE TO WORK WITH US?

We think that our awesome benefits and vibrant culture have something to do with it:

- Comprehensive total compensation package
- Collaborative environment
- Amazing and empowered people
- Culture of learning
- Creative solutions to challenging problems
- Beautiful campus

WE INVEST IN OUR PEOPLE SO THEY CAN BE AT THEIR BEST

Our **comprehensive total compensation** philosophy is the foundation when it comes to ensuring the success of our people and our world-class University.

COMPETITIVE COMPENSATION

Our compensation packages include appealing salary ranges, benefits, tuition support for employees and dependents, work-life programs and professional development courses.

HEALTH BENEFITS

Our substantial health benefits packages include medical, dental, vision, life insurance coverage and confidential short-term counselling to employees and their dependents.

PENSION PLANS

Our pension plans provide eligible members a pre-defined lifetime income.

PROFESSIONAL DEVELOPMENT

Our tuition waivers offer financial assistance to employees and our Centre for Learning Leadership and Culture provides an inclusive culture anchored in employee development.

FAMILY CARE

Our Child Care Benefit plan reimburses eligible child care expenses that employees may incur, and our onsite tri-campus daycare offers flexible and convenient child care options.

WORK-LIFE BALANCE

Our commitment to work-life balance includes flexible/summer hours, holiday closures and generous vacations and leaves. U of T encourages and respects employees' personal time.

WE COLLABORATE WITHIN ITS AND BEYOND

We are highly collaborative within our team and across U of T and the broader higher education landscape to share our successes and learn from others.

We champion transparency and collaboration through proactive, streamlined and trust-based communication to enable and drive engagement.

By collaborating extensively and openly sharing and learning from the experience of others, together we are striving to rationalize, standardize and simplify systems and services to drive positive change.

WE EMPOWER OUR AMAZING PEOPLE TO SHARE THEIR IDEAS AND SOLUTIONS

We value effective communication and knowledge sharing, and we welcome different perspectives and expertise.

We are inclusive and treat others with respect, fairness and kindness. Our team members demonstrate shared leadership in decision making, prioritizing and interacting with others.
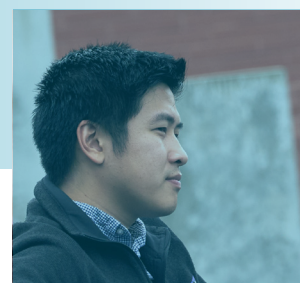
WE NURTURE A CULTURE
OF LEARNING

To ensure we are continuous learners and explorers in the dynamic and ever-changing field of IT, we offer a range of professional development opportunities that support our culture of learning and the career growth of our people.

Our team members have the opportunity to:

- Keep their career path on track with specialized programs from the Centre for Leadership, Learning and Culture, which offers staff career services, leadership and mentoring programs.
- Gain access to advanced programs through professional learning initiatives offered by U of T's School of Continuing Studies, EDUCAUSE and the Canadian University Council of Chief Information Officers programs.
- Take advantage of tuition waivers and subsidies for courses and conferences through the tuition waiver program and other professional development funding programs.
- Leverage on-demand and self-directed learning opportunities provided through licensed resources such as Microsoft Learn, Gartner and LinkedIn Learning to complete certificates and build IT skills.
- Participate in IT conferences and workshops to enhance existing or acquire emerging skills.

WE EMBRACE CREATIVE SOLUTIONS TO CHALLENGING PROBLEMS

We are inspired by creativity and curiosity in our work. We strive to be innovative and agile, using critical thinking to make effective decisions and leverage our resources effectively.

In the higher education space, we are pioneers and deployers of leading-edge technology to drive innovation and transformation.

WORKING AT THE BEAUTIFUL ST. GEORGE CAMPUS

Our sprawling St. George campus – a city within a city's downtown core – is a vibrant space, full of history and gorgeous landmarks and buildings.

We feel a particular sense of pride during convocation when we get to experience – alongside our graduates, their families and loved ones – the joys of being part of a remarkable community whose storied past achievements serve as the guiding post to inspire bold future accomplishments.

We invite you to tour our campus and discover for yourself why we love to call it our professional home.

WE LOOK FORWARD TO MEETING YOU

We're excited to learn more about you during our time together. Here's what you can expect at your interview:

PANEL INTERVIEW
Our recruitment committee usually has three or more panel members.

BEHAVIOURAL QUESTIONS
Although most questions tend to be behaviour based, you may also encounter open ended and scenario questions.

STRUCTURE
Our interviews are based on an analysis of the job requirements.

APPROXIMATELY ONE HOUR
Our typical interview lasts about one hour, with approximately 10 questions.

FAIRNESS AND EQUITY
Every interview follows the exact same process, and every candidate is asked the same questions in the same order.

OPEN DIALOGUE
We are committed to remaining in touch during the recruitment process, and to providing a timely response following the interview.

its.utoronto.ca

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