

2015 University Operations
Distinguished Service Award
John Jankowski

John is a mentor and for more than 36 years has been bleeding blue.

He arrives early every day on his own time to make sure the university is getting the best product or output that it can.

In the integral Central Steam Plant upgrade process, John has spent many hours preparing for consultant reviews, preparing the consultant and informing him of what was critical and what required further review.

He willingly passes on information gleaned from his years of experience, and always has the priorities of the portfolio, and of the University, top of mind.

He is valued by Utilities management and the Sustainability department as he assists with upgrades and initiatives.

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Ivo Sousa

Nothing is ever too much for Ivo. He always goes the extra mile, even when least expected.

More than 35 years ago, Ivo started with the University as a Cleaner, and is now an Area Manager within the Caretaking Department. Ivo has developed an extensive spreadsheet that tracks contractor monthly costs in extreme detail and which indicates numerous benchmarks such as cost per square foot, cost per building and cost per labour hour per building.

Ivo is also extremely responsive to customer complaints and concerns. When an issue is brought to his attention, he immediately visits the location, takes photographs, analyses the problem and is quick to develop a solution. Ivo has taken ownership of any innovation within the Department, including the biometric payroll system, the electronic keybox system, and Departmental communications systems.

Ivo is instrumental in implementing Human Resources policies and protocols within the Caretaking Department, including as a certified management member of the joint health & safety committee, and ensuring that all aspects of the collective agreement are met within the Department.

Ivo is also a great team player, working with other employees within Facilities such as Property Managers and Trades personnel and with Faculty and staff from academic departments.

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Gayle McBurnie

Gayle has provided outstanding service to the Ancillary Services group for over 15 years, and to the University as a whole for over 36.

Gayle is instrumental in making the University's systems and processes work for smaller Profit and Loss-centred ancillaries.

She is consulted by central finance on other ancillary-related questions and challenges, and shows great leadership and mentorship in these situations.

Gayle has managed the "back end" of numerous complex change processes, for example, the Colony acquisition and insourcing at Charles Street.

Gayle consistently produces detailed, high quality work, mentors and coaches both staff and other managers and has exemplary work ethic – she is a true U of T Ambassador!

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Christina Tsang

As U of T employees, we expect to be paid on a regular basis for the services we perform for the institution. However, few of us understand the intricacies of this process or appreciate the responsibility involved in ensuring this service runs flawlessly for employees each month.

For over 30 years, Christina Tsang of the ITS HRIS team has been the bedrock of the U of T payroll group. The scope of her responsibility is staggering. Over the course of the year, Christina manages 38 different payroll cycles, 23 union contracts and the production of over 45,000 tax slips. All aspects of the system must be carefully configured to ensure the university is in compliance with hundreds of pieces of Canada Revenue legislation, various aspects of associated union agreements and University policies. Christina's pride and investment in this work is evidenced on a daily basis. Colleagues and senior management consistently comment on Christina's willingness to go above and beyond what might be expected in her role in order to resolve problems or issues with the system. She is revered by team members for her technical knowledge, dependability, patience and commitment to implementing contract agreements, often handed to her after late night labour relations negotiations! She is, in short, the "go to" person for HR payroll at the University of Toronto.

While Christina shoulders the weight of many complex HR decisions, she generously shares her accomplishments with colleagues and it gives her great joy to see her actions brought to light through others. Christina is the consummate professional and this honour is very fitting recognition of a long and illustrious career at the University of Toronto, from which we, as IT and HR professionals have all benefitted.