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| **Date of Issue:** | March 2022 | **CBU:** | UMPSA |
| **Position No:** | 00011781 | **Job Family:** | 01 |
| **Department:** | US:IT Campus Card | **OT Eligible:** | N/A |
| **Campus:** | USM | **Wage Grade:** | 05 |

# **Position Summary:**

This position as part of University Services, Information Technology, will provide strategic direction that aligns with the mission of the University of Maine System (UMS), and the individual needs of each institution within UMS. It provides services and support for multiple campuses within the UMS and oversees the Campus Card Office for the University of Southern Maine. The focus of the position will be responsible for the planning and delivery of services related to campus cards, access control, video surveillance, cellular services, and relevant emerging technologies. The position is a highly motivated manager who leads a team of both business and technically-oriented staff.

# **Essential Duties:**

**The University of Maine System, University of Southern Maine, & Department**

1. Provides strategic direction on implementing, realigning, and retiring services.
2. Acts as a liaison to both internal and external customers with regard to all aspects of the department's services at each campus.
3. Works with University campuses regarding their needs to ensure a successful outcome for University departments while meeting their financial goals.
4. Develops, maintains and improves complex business processes that integrate with the department’s provided services.
5. Develop a comprehensive strategy to optimize cellular services for UMS.
6. Collaborates with peers in University Services Information Technology to deliver high-quality services.
7. Shares periodic audits/assessments of underlying KPIs with UMS campus stakeholders to improve the delivery of services.
8. Collaborates with UMS Strategic Procurement to create, maintain, and improve vendor relationships that are integral to the department's services. Where appropriate, negotiate with vendors to promote fiscal responsibility of the University's limited resources.
9. Manage vendors, consultants, contractors, and external resources to ensure high-quality delivery of supported services.
10. Assists the Campus IT Officer/Dir. of Card Campus Card with the development and implementation of the annual budget.
11. Establishes department operational plans, goals, and strategic long-term vision.
12. Develops department policies and procedures, ensuring compliance with University of Maine System policies as well as federal and state guidelines.
13. Manage departments' trouble tickets and service requests.
14. Create and maintain documentation.
15. Maintain broad technical knowledge of software and hardware solutions leveraged as part of the department's service offerings.
16. Communicate in a professional and timely manner.
17. Adhere to established standards and procedures.
18. Participates in appropriate professional development.
19. Perform other duties as assigned.

**Financials**

1. Manages and oversees the department's budget and executes budgetary authority.
2. Ensures that financial controls are consistent with University accounting practices.
3. Enforces proper cash handling procedures, to include accurate and timely deposits and assumes responsibility for the security and audit of all change funds and cash receipts;
4. Oversees the reconciliation of daily usage and deposits.
5. Processes inter-departmental billing for charge accounts or miscellaneous deposits to discretionary accounts.

**Personnel Supervision and Organizational Management**

1. Provides supervision, coaching, and support to the department’s employees.
2. Responsible for hiring, training, scheduling, evaluating, disciplining, and termination of staff.
3. Administer performance evaluations of these positions using the University's established guidelines.
4. Review and approve time cards for staff positions.
5. Assures compliance with University Policies, procedures and informs staff of policy and procedural changes.
6. Supports employee participation in skill development and job-related professional development programs so as to improve the levels of service and quality of products offered to customers and to maximize productivity.
7. This position may supervise and manage student employees, as necessary, to enhance their academic and professional development skills and the needs of the department.
8. **Reporting Relationship:**

Reports to the USM Campus IT Officer.

1. **Knowledge, Skills, and Qualifications**

**Required:**

1. Bachelor’s degree in a business or related field.
2. 3-5 years of relevant work experience, including managing projects.
3. Demonstrated minimum of two years managing and supervising employees.
4. Demonstrated experience with the following technologies
   * One-card solutions
   * Access control systems
5. Comprehensive working knowledge of Campus Card, Dining Services policies including knowledge of university meal plans, student accounts, access control.
6. Experience managing complex projects spanning multiple teams, both technical, and business-oriented.
7. Demonstrated ability to deliver excellent customer service.
8. Excellent written, oral, and interpersonal communication skills.
9. Experience managing budgets.
10. Proficient ability to use Microsoft Office and its applications.

**Preferred:**

1. Demonstrated experience with the following technologies.
   * Enterprise video surveillance systems
   * Corporate Cellular Services
2. Work experience in a higher education setting.
3. Demonstrated 5 plus years of relevant work experience, including project management.
4. Demonstrated 3 plus years of managing a team of 4 or more employees.

**Personal Attributes & Expectations**

1. Strong organizational skills with the ability to effectively prioritize and manage multiple projects simultaneously in a fast-paced environment.
2. Strong customer service orientation.
3. Strong interpersonal skills and ability to relate to and work with a diverse group of people.
4. Proven problem-solving ability. Ability to define and propose and implement effective solutions.
5. Ability to motivate employees and work teams.
6. Excellent written, oral, and interpersonal communication skills.
7. Team-oriented and skilled in working within a collaborative environment.
8. **Working Conditions:**

* Sitting, standing, or walking for extended periods of time.
* Will be required to work a flexible schedule to accommodate fall and spring registration, intersession, and summer business.

**Note: University Services reserves the right to change or assign additional duties as necessary.**

1. **Signatures:**

The signatures indicate the employee and immediate supervisor have reviewed the job description.

Employee Signature/Date:

Employee Printed Name:

Immediate Supervisor Signature/Date:

Immediate Supervisor Printed Name: