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| **Date of Issue:** | November 2022 | **CBU:** | UMPSA |
| **Position No:** | 00025415 | **Job Family:** | 01 |
| **Department:** | PLAW | **OT Eligible:** | N/A |
| **Campus:** | School of Law | **Wage Grade:** | 04 |

# Position Summary:

The primary responsibility of this position is to provide leadership and management of campus information technology services. This position establishes and maintains a relationship between IT and the campus and ensures the value realized from IT assets, investments, and capabilities. The Director of Campus Technology serves as an extension of UMS:IT, acting as a liaison who bridges/facilitates communication and understanding between the campus and IT. This position is responsible for understanding overarching campus strategic goals and advocates for IT strategy and resources in support of those goals. Supports the ability of the campus to leverage the services and expertise of the IT organization to obtain the solutions necessary to ensure its mission execution success. The Director of Campus Technology leads projects at the campus, oversees on-campus IT staff, and must have the business and organizational acumen to react to IT incidents.

# Essential Duties:

* 1. Ensures consistent communication and collaboration between UMS:IT and campus administration.
  2. Fosters and sustains relationships with campus leadership for the purposes of technology strategic alignment and operational excellence.
  3. Consults with management, academic leadership, and administrative personnel in order to coordinate the delivery of IT services, define potential or actual problems, recommend changes and improvements and arrange for delivery as appropriate.
  4. Manages customer expectations with respect to IT services, identifies gaps between customer needs and IT capabilities, and collaborates with colleagues across UMS:IT to find innovative solutions to those gaps.
  5. Provides guidance and counsel to campus administrators in the examination and definition of business objectives and processes to improve or adapt technology systems and the exploration of new service/tool acquisition when warranted.
  6. Provides campus and IT leadership with a monthly executive status report and summary to include KPIs that demonstrate the effectiveness of IT Tier 2 support and customer service, as identified by the UMS:IT Directors of Campus Technology.
  7. Oversight of campus academic, and administrative IT services including technology services in support of research.
  8. Drives alignment and prioritization of IT campus services activities. Ensures the campus is consistently following IT processes, and procedures, in order to ensure optimal service delivery and cost eﬃcacy.
  9. Serves as a liaison for UMS:IT with external groups and sources of information and services.
  10. In collaboration with the Associate CIO, participates in the UMS:IT leadership activities and provides strategic support to IT leadership in meeting the IT needs of the UMS and campuses.
  11. Partners with UMS Directors of Campus Technology to identify and share best practices to ensure quality and efficiency of delivery are in place while still serving the mission distinction of assigned campuses.
  12. Participates on appropriate campus committees and stays abreast of, and participates in, campus initiatives and activities impacting or requiring IT support services.
  13. As a key member of the UMS IT Service Desk Council, collaboratively researches and identiﬁes opportunities to improve the quality and/or cost of campus IT services.
  14. Prepares budget requests and supervises expenditures for designated IT or local campus budgets.
  15. Maintains broad technical knowledge of software and hardware solutions leveraged as part of the department's service offerings by participating in appropriate professional development activities.
  16. Communicates in a professional and timely manner.
  17. Adheres to established standards and procedures.
  18. Performs other duties as assigned.

# Knowledge, Skills, Competencies, and Personal Attributes

1. Ability to effectively lead, inspire and guide others toward goal accomplishment.
2. Ability to communicate and collaborate effectively and transparently with a wide variety of audiences.
3. Ability to identify problems, determine accuracy and relevance of information, and apply sound judgment to generate and evaluate alternative and effective solutions and make recommendations.
4. Ability to understand stakeholder needs and manage expectations.
5. Ability to lead a team of IT staff providing a wide variety of IT services.
6. Ability to build and maintain relationships with campus faculty, staff, and students as well as key stakeholders.
7. Ability to provide leadership and direction in general campus operations and planning.
8. Ability to mentor, coach, and effectively transfer expertise to others.
9. Understanding of IT service management framework and concepts to ensure a high level of service delivery and customer service aligned with the business needs.
10. Excellent verbal and written communication skills including expression of facts and ideas, interpretation of information, and the ability to make clear and convincing presentations.
11. Strong leadership, negotiation, and conflict management skills.
12. Strong customer service orientation.
13. Strong interpersonal communication skills and ability to relate to and work with a diverse group of people.
14. Team-oriented and skilled in working within a collaborative environment.

# Personnel Supervision and Organizational Management

1. Provides supervision, coaching, and support to the department’s employees.
2. Participates in evaluating, disciplining, and termination of staff.
3. Administers performance evaluations of supervised staff using the University's established guidelines.
4. Review and approve timecards for staff positions.
5. Assures compliance with University Policies, and 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.

# Reporting Relationship:

Reports to the Associate CIO with a dotted line to designated campus leadership staff.

# Qualifications

**Required:**

* 1. Bachelor’s degree or a combination of equivalent professional experience and education including leadership/supervisory responsibilities.
  2. Minimum of seven years of increasingly responsible experience in a mid to senior-level IT position.
  3. Knowledge of computer networking, data communications, telecommunications, and computer hardware and software systems.
  4. Strong organizational skills with the ability to effectively prioritize and manage multiple projects simultaneously in a fast-paced environment.
  5. Demonstrated experience managing budgets.

# Preferred:

1. Experience working in a higher education setting serving faculty, researchers, staff, and students.
2. Experience working in a University computing facility serving faculty, researchers, staff, and students.
3. Extensive knowledge of computer networking, data communications, telecommunications, and computer hardware and software systems.
4. Long-term strategic perspective, and experience in developing strategic roadmaps.
5. Experience working in a fast-paced, cross-functional, and cross-team environment, and being the go-to person with multiple areas of responsibility.
6. Ability to travel when needed.

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

1. **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.

# 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: