

DRAFT – February 26, 2018

INFORMATION TECHNOLOGY JOB FAMILY – INFORMATION TECHNOLOGY MANAGEMENT

JOB FAMILY CONCEPT: The Information Technology (IT) job family is responsible for all aspects of Information Technology activities and for providing user-friendly technology services to the campus community and visitors. IT roles provide direction and support for information and communication technologies. The IT job family performs and participates in the functions and activities related to infrastructure, systems, applications, support, security, and business intelligence.

INFORMATION TECHNOLOGY (IT) MANAGEMENT

The Information Technology (IT) Management role provides leadership, direction, training, and management for information technology operations of a department, division, college, institute, campus, or system. The IT Management role sets strategic direction for the unit or area of responsibility, serves in an advisory role to senior-level management, and develops and manages budgets. This role also provides expertise and analysis for strategic and long-range planning, and assesses risk and makes determinations based on assumption of risk. This role interprets, sets, and develops processes, procedures, policies, initiatives, and identifies alternative methods to accomplish goals while maintaining and ensuring compliance with state and federal laws as well as university and IT security policies. IT Management roles serve as a liaison with federal, state, and local officials, and are responsible for high-level reporting to internal and external stakeholders.

The **IT Management** role is distinguished from the **IT Administrator/Analyst** role by the level of responsibility for staff and resource management of a department, division, college, campus or institute. The **IT Management** role provides senior-level strategic expertise and guidance, along with increased accountability.

The **IT Management** role is distinguished from other management roles by its primary focus on management of information technology services and activities.

INFORMATION TECHNOLOGY MANAGEMENT 1

Typical Functions

- Manages operations of a technical area, including staff supervision, development, leadership, and project prioritization.
- Manages other staff.
- Aligns staff with high priority projects, and ensures projects are completed on time and on budget by staff.
- Partners with leadership to develop new programs or services upon identification of challenges.
- Develops and implements unit procedures.
- Manages relationships with external and internal clients.
- May be responsible for project budgets.
- May participate in strategic planning process and makes recommendations in long range planning.

Complexity and Decision Making Authority

Relies on extensive experience and judgement to plan and accomplish goals. A wide degree of creativity and latitude is given.

Knowledge, Skills, and Abilities

Advanced knowledge of one or more technical areas. Leadership abilities. Budgeting and management skills.

DRAFT – February 26, 2018

Education/Experience

Bachelor's degree and five years relevant, progressively responsible experience, or an equivalent combination of education, training, and experience. Master's degree in related field may be preferred.

INFORMATION TECHNOLOGY MANAGEMENT 2

Typical Functions

- Assists in the management and oversight of the budget and operations of a major technical unit, including staff supervision, development, and leadership.
- Directs the work of other managers, professionals, and support staff.
- Works in collaboration and consults with managers in other areas.
- Leads and manages cross-functional groups and manages competing priorities.
- Establishes and implements future direction of unit.
- Translates strategic plans into operational plans.
- Identifies opportunities and oversees the implementation of new programs consistent with unit direction.
- Represents the unit with internal and external constituents and manages relationships.
- Participates in the strategic planning process.
- Manages relationships with vendors.
- May serve on leadership team.

Complexity and Decision Making Authority

Resolves complex, controversial or unprecedented issues and problems, and demonstrates sound judgment by considering values, risks, impact and implications of actions throughout university.

Knowledge, Skills, and Abilities

Applies expert level knowledge of multiple related technical areas.

Education/Experience

Bachelor's degree and seven years relevant, progressively responsible experience, or an equivalent combination of education, training, and experience. Master's degree in related field may be preferred. Supervisory experience.

INFORMATION TECHNOLOGY MANAGEMENT 3

Typical Functions

- Directs and oversees the budget and operations of one or more major technical area(s) of a unit which has far reaching impact and implications.
- Provides leadership to a large group of cross-functional team including managers, professionals, and support staff from diverse areas.
- Serves on the leadership team for the unit and makes significant contribution.
- Participates in the university planning process and determines facility IT accommodations and needs.
- Contributes to the strategic direction of the division, college, or system.
- Provides significant strategic resource allocation plans and financial analyses.
- Gains support when negotiating and working with external organizations and agencies to accomplish goals.
- Allocates resources to fund needs.

DRAFT – February 26, 2018

- Manages relationships with vendors.

Complexity and Decision Making Authority

Decisions have far-reaching and possibly system-wide impact. Acts with substantial discretion. Develops innovative solutions for difficult, complex and systematic problems that may have precedent setting implications for the institution.

Knowledge, Skills, and Abilities

Applies broad level knowledge in multiple, sometimes conflicting, or unrelated technical areas. Leadership and management skills. Knowledge of planning process.

Education/Experience

Bachelor's degree and nine years relevant, progressively responsible experience, or an equivalent combination of education, training, and experience. Master's degree in related field may be preferred. Substantial experience supervising groups of employees with varying levels of expertise.