**M8: Level Standards**

**GENERAL ROLE**

This level is accountable for managing multiple offices, to include supervisors, their subordinate staff and the services central to their department.

Incumbents:

* Determine how to achieve the directives set by the department's strategy and division leadership.
* Establish measures and set goals as a means to fulfill the department's long-term plans.
* Develop new systems, new products/offerings, new methods or approaches, and new operating procedures to position the department for future stability and growth.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under administrative review of a management exempt leader.
* Incumbents are subject to managerial controls through occasional contacts and reviews.

*🡪 Context of Decisions*

* Is called upon to respond to new situations and circumstances that require sensitive and special attention.
* Exercise discretionary authority on matters of financial significance to the department.

*🡪 Job Controls*

* Incumbents implement departmental strategy by developing the necessary plans and actions.
* Incumbents exercise control over broad plans and policies of the organization.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Regular challenges that arise have substantial implications to services and processes.

*🡪 Course of Resolution*

* Determine how to get the department from "here" to "there," creatively using only the mission and goals of the division as a guide.
* Fulfill objectives that are established in concert with division leadership.

*🡪 Measure of Creativity*

* Develop innovative solutions for difficult, complex, and systemic problems that may have precedent-setting implications for the division.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly have a measurable effect on a department function of the division.
* Evaluative measures generally concern fiscal practices and standing, constituent satisfaction, student/employee experiences, productivity, etc.

**Job Template**

**GENERAL SUMMARY**

Manages, plans, and organizes a major Information Technology (IT) operation with enterprise-wide impact.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the general direction of a manager or director.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Directs the activities of staff, including identifying staffing needs and setting work priorities.
* Responsible for hiring, managing, training, and evaluating staff.
* Provides staff training and assistance.
* Provides technical leadership in designing, developing, scheduling and implementing IT services.
* Prepares comprehensive project plans and supporting information to aid in effective short- and long-range planning.
* Analyzes and recommends changes for improved technological performance.
* Plans and directs project work, including evaluation, selection, and acquisition of hardware and software, as well as product installation, testing and documentation; interfaces with vendors as needed to ensure successful completion of projects and writes monthly progress reports.
* Prepares budget requests as part of the overall budget planning process and manages established budget.
* Recommends for purchase, configures, and troubleshoots software and/or hardware for mainframe, mainframe peripherals, communications networks, telephone, video or data switching systems, minicomputers, microcomputers and peripherals, off-line hardware and associated hardware upgrades and add-on devices and features.
* Acts as the liaison with other IT departments and external customers.
* Accountable for ensuring the availability of assigned services or systems.
* Collaborates across IT teams to achieve division goals.
* Support the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associates degree
* Eight years of related experience

OR

* Bachelor’s degree
* Six years of related experience

OR

* Ten years of related experience

AND

* Two years of experience serving as a supervisor of a moderate-sized department or leading major projects

**COMPETENCIES**

**Knowledge of:**

* In-depth technical knowledge and the ability to design and support information technology services in a multi-tiered environment
* System analysis, design, development, and programming
* Multiple IT disciplines

**Skill in:**

* Common productivity software suites such as MS Word, Excel, Visio
* Planning, prioritization and organization of assigned tasks
* Troubleshooting and critical thinking
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Provide technical training and guidance to less technical users and peers.
* Apply active listening to understand problems and communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Prepare clear documentation in the form of standard procedures and processes, physical and logical network diagrams in both written and graphical electronic format
* Actively investigate, learn and apply new skills and technologies.
* Maintain the confidentiality of information and professional boundaries