**M7: Level Standards**

**GENERAL ROLE**

This level is accountable for providing management of a moderate- to notably-sized department charged with providing a variety of cross-disciplinary services. Incumbents should have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

* Modify practices and procedures to improve efficiency and quality of service delivered by subordinate staff.
* Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed.
* Set staff objectives, immediate- and/or long-term, as a means to fulfill departmental or division initiatives.
* Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
* May determine how to achieve directives set by directors, at a department level.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general direction.
* Seeks assistance only when unique situations arise, coupled with financial impact to the division, and political consequence.

*🡪 Context of Decisions*

* Work is focused on and regulated by specific division goals and milestones.

*🡪 Job Controls*

* Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives.
* Subject to managerial controls through conferences, review of reports, and occasional departmental visits.
* Managerial controls are exercised on incumbents for matters of policy development and coordination, intermediate- and long-range planning, budgetary, and human resources based matters.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected.
* Challenges for problems arise due to lack of precedent or policy at a division or University level.

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches.
* Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

*🡪 Measure of Creativity*

* Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy.

**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**

* Manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
* Actions regularly affect a department or a project outcome with division-wide impact.
* Actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
* Actions may have high-risk financial, compliance, political or safety implications.
* Performance results tend to related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Manages Information Technology (IT) professionals accountable for providing domain competency and technical support for an IT area of specialty or a moderate sized IT team within a University department. Oversees and provides advanced analysis and assessment, and recommends technology solutions.

**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.*

* Schedules, assigns, oversees, and reviews the work of staff.
* Provides staff training and assistance.
* Determines team priorities and plans team work.
* Establishes and maintains unit workflow.
* Acts as the liaison between other IT departments and external customers.
* Evaluates and recommends new strategies and technologies.
* Oversees upgrades to systems, applications, networks, and hardware.
* Works with IT staff to identify and resolve system errors.
* Implements new systems.
* Develops and reviews procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems.
* Identifies and directs staff to works with vendors and management to develop or enhance products.
* Maintains accountability for ensuring the availability and continuity of services or systems.
* Manages staff accountable for installation, upgrade, and maintenance of technology.
* Collaborates across IT teams to achieve assigned tasks and meet 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

* One year 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.
* Knowledge of system analysis, design, development, and programming

**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