Job Template: IT Manager

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Manager**
Job Category: M	**Job Level: 8**
FLSA Status: E	**Job Code: E50002**

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 Received*
- 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.

Job Template: IT Manager

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Manager**
Job Category: M	**Job Level: 8**
FLSA Status: E	**Job Code: E50002**

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: IT Manager

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Manager**
Job Category: M	**Job Level: 8**
FLSA Status: E	**Job Code: E50002**

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

Job Template: IT Manager

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Manager**
Job Category: M	**Job Level: 8**
FLSA Status: E	**Job Code: E50002**

    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

Job Template: IT Manager

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Manager**
Job Category: M	**Job Level: 8**
FLSA Status: E	**Job Code: E50002**

- 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

Job Template: IT Team Lead 1

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 1**
Job Category: M	**Job Level: 6**
FLSA Status: E	**Job Code: E50000**

M6: Level Standards

GENERAL ROLE

This level is accountable for providing management of a small- to moderate-sized office or department charged with providing a variety of cross-disciplinary services. Incumbents should generally 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 services delivered by subordinate staff.
- Ensure policies and procedures are followed and functions are carried out efficiently and correctly.
- Are accountable for setting goals and objectives for staff members to achieve operational objectives and service standards.
- Distribute work and monitor workload among staff.
- Evaluate and monitor the accuracy, quality, quantity, and timeliness of services and activities.
- May develop/enhance processes and procedures to improve efficiency or effectiveness of services, as a means to fulfill departmental or office initiatives.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*
- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*
- Decisions are driven by departmental policy and procedures.
- Understands the smallest details of an assigned area.

→ *Job Controls*

Job Template: IT Team Lead 1

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 1**
Job Category: M	**Job Level: 6**
FLSA Status: E	**Job Code: E50000**

- Free to plan and carry out all phases of work assignments, including the oversight of staff.
- Has the latitude to make daily operational decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*
- Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
- Variables affecting the problem are generally known.

→ *Course of Resolution*
- Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

→ *Measure of Creativity*
- Problems require integrative solutions such as how technologies, processes, resources, and people all fit together.

SCOPE AND MEASURABLE EFFECT

- Serve as a manager of a moderate-sized department or office charged with carrying out cross-disciplinary tasks or functions
- Actions regularly affect a department or an office-centric outcome with departmental impact.
- Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
- Actions may have high-risk compliance or safety implications.
- Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: IT Team Lead 1

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 1**
Job Category: M	**Job Level: 6**
FLSA Status: E	**Job Code: E50000**

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 small-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 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 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 procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to the hardware, software, or procedures related to the systems.
- Works with vendors and management to develop or enhance products.
- Ensures the availability of assigned services or systems.
- Facilitates the installation, upgrade, and maintenance of technology with the team and other senior technical personnel.

Job Template: IT Team Lead 1

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 1**
Job Category: M	**Job Level: 6**
FLSA Status: E	**Job Code: E50000**

- 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
- Six years of related experience

OR

- Bachelor's degree
- Four years of related experience

OR

- Eight years of related experience

AND

- One year of experience overseeing large projects or in a supervisory capacity over a small unit

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

Job Template: IT Team Lead 1

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 1**
Job Category: M	**Job Level: 6**
FLSA Status: E	**Job Code: E50000**

- 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

Job Template: IT Team Lead 2

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 2**
Job Category: M	**Job Level: 7**
FLSA Status: E	**Job Code: E50001**

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 Received*
- 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*

Job Template: IT Team Lead 2

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 2**
Job Category: M	**Job Level: 7**
FLSA Status: E	**Job Code: E50001**

- 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

Job Template: IT Team Lead 2

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 2**
Job Category: M	**Job Level: 7**
FLSA Status: E	**Job Code: E50001**

- 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: IT Team Lead 2

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 2**
Job Category: M	**Job Level: 7**
FLSA Status: E	**Job Code: E50001**

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.

Job Template: IT Team Lead 2

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 2**
Job Category: M	**Job Level: 7**
FLSA Status: E	**Job Code: E50001**

- 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

Job Template: IT Team Lead 2

Occupational Group	Information Technology
Job Family	IT Team Leadership
Job Path	IT Team Leads
Job Title	**IT Team Lead 2**
Job Category: M	**Job Level: 7**
FLSA Status: E	**Job Code: E50001**

- 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