INFORMATION TECHNOLOGY MANAGER

Function of Job:

Under administrative supervision, responsible for the management of staff and resources of a department/unit; integrate and develop internal policies and procedures; analyze, propose and explore solutions and alternatives by applying professional concepts and institution's objectives; coordinate and evaluate multiple projects within area, exercising judgment within broadly defined practices and policies in selecting methods, techniques, and evaluation criteria for obtaining results; and develop and present information, ideas and instructions.

Characteristic Duties and Responsibilities:

1. Customer support: Provide leadership to staff in performing duties efficiently, developing and maintaining cost-effective services, designing technology applications to meet management needs, preparing statistical and analytical studies and reports to support administrative services, performing service visits to client sites as needed; and consulting with various clients on problems and applications and /or problems with implementation of policies and procedures.
2. Software programming and development: Design and implement evaluative techniques for information technology software, which may include designing, writing, and implementing complex new application software and significant enhancements to complicated existing software, and/or complex data structures within sophisticated data bases; designing application system solutions that employ current and emerging technologies and participating in the management and administration of complex database structures.
3. Software installation and/or maintenance: Oversee the maintenance and installation schedule for software applications, which may include participating in the identification of appropriate vendor supplied software solutions to meet institutional needs, and in the implementation of complex maintenance modifications to existing application software, which may include participating in the identification of appropriate vendor supplied software solutions to meet institutional needs, and in the implementation of complex maintenance modifications to existing application software.
4. Hardware development and/or installation: Advise faculty, staff and students on the purchase of information technology equipment and scheduling equipment installation.
5. Hardware maintenance and troubleshooting: Supervise units that provide service, enforce vendor contracts, and oversee cooperation between internal and external service providers.
6. Network infrastructure: Design and manage the operation of an information technology system, such as a wide area network for voice, data and video information transmission and broadcast systems, including troubleshooting, installation, testing, repair and maintenance of related systems/equipment.
7. Network traffic control (protocols, routing): Provide information/input and participate in research of possible technologies, oversee the analysis of problems and recommendation of corrective actions.
8. Security including policies and procedures: Provide administrative and technical leadership in specialized area of information technology and related security and propose and implement changes to policies and procedures.
9. Training and instruction: Organize and/or present short courses and training sessions.
10. Documentation: Develop documentation, assess documentation needs, and make recommendations concerning documentation.

11. Information management (databases, information warehouses): Maintain, up-date and manage assigned data base information.
12. Resource management (budget, equipment):Plan, prepare and/or monitor budget for unit/project as assigned and maintain internal billing system as applicable; participate in negotiations with vendors, review bids, recommend changes to vendor contracts, oversee contracted services, including inspecting work and approving payments; maintain current state/federal regulations applicable to information system.
13. Project management: Provide leadership to projects and project teams as assigned.
14. Strategic and tactical planning: Contribute understanding of both technical details and direction for planning.
15. Skill development - maintaining currency and forecasting: Maintain technology and management skills and integrate with management needs and policy implementation.
16. Supervision: Supervise staff in an information technology unit and/or complex program(s), including hiring, establishing individual and unit goals, connecting those goals to institutional mission, and periodically reviewing goals; staff development, and evaluation.
17. Perform related duties as assigned.

Minimum Qualifications:
1. Bachelor's degree and six years of experience in information technology field, Master's and four years, or combination of education and experience equal to ten years.
2. Broad understanding of problems and solutions with ability to implement most advanced technical solutions.
3. Thorough and broad knowledge in area of expertise, from underlying principles to highest level of implementation and ability to apply those skills.
4. Comprehensive information technology skills as required by department.
5. Organizational and analytical skills.
6. Oral and written communication skills.
7. Management ability.

Additional Desirable Qualifications:
1. Management experience.
2. Experience in higher education.
3. Experience with USNH information technology systems.

7/30/99
System Approval

12/27/97
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

INFORMATION TECHNOLOGY MANAGER – p.2.