

SENIOR INFORMATION TECHNOLOGY MANAGER

Function of Job:

Under administrative review and working in a number of environments and with a number of services, provide administrative and directional leadership to staff in information technology areas and to set future directions of the campus by using professional concepts; analyze competing priorities, strategize, and problem-solve by approaching problems and issues from a broad, interactive perspective, exercising judgment with complex, undefined problems and issues and in developing policies; develop and present information, ideas and instructions using negotiation and collaboration to achieve goals and combine information in new ways to reach solutions.

Characteristic Duties and Responsibilities:

1. Customer support: Provide administrators and other client representatives with information technology support services, including on-site departmental consulting; coordinate outreach efforts; review and institute cost analysis studies, communicate about overall project schedule, specific status updates for major projects and technical support/enhancements of departmental applications.
2. Software programming and development: Oversee the development and implementation of software applications to meet client/administrative needs. Coordinate conversion testing, system upgrades, and production cutover of new application methods. Design procedures for evaluating systems, hardware and software.
3. Software installation and/or maintenance: Establish systems methodology, procedures and protocol for applications support environment.
4. Hardware maintenance and troubleshooting: Hardware development and/or installation: Coordinate efforts for software and hardware installation to achieve unit goals.
5. Determine the type of maintenance and troubleshooting needs for services, negotiate contracts with vendors to provide services and oversee internal units that provide services.
6. Network infrastructure: Oversee the design and evaluation of information technology systems and architecture in area of responsibility.
7. Network traffic control (protocols, routing): Participate in decisions about technologies used to provide network connectivity and coordinate units involved with network traffic.
8. Security including policies and procedures: Design overall security model for campus, assess on-going campus-wide needs for security.
9. Training and instruction: Coordinate training programs, assess plans for training programs, meet with unit representatives to ensure that proper training is scheduled, and oversee the development of training programs.
10. Documentation: Review and approve documentation, ensure compatibility with other documentation and compliance with existing standards and recommend revisions to standards.
11. Information management (databases, information warehouses): Assure the integrity of information systems, and oversee the selection of software technology needed for information technology systems.
12. Resource management (budget, equipment): Allocate technology resources and account for their usage, develop budget for area and investigate new systems and implementation costs, and recommend approval for contracts.
13. Project management: Assess need for project teams, establish teams based on mission, determine leadership and evaluate results; coordinate direction among teams.
14. Strategic and tactical planning: Develop and initiate management strategies and planning for assigned area of responsibility and assist with long-range planning for the institution.

15. Skill development - maintaining currency and forecasting: Maintain understanding of major management and technology trends and integrate with institutional needs.
16. Supervision: Supervise managers and other staff of complex unit or division and systems, explain overall departmental direction to staff and assess staff contributions to that direction.
17. Perform related duties as assigned.

Minimum Qualifications:

1. Bachelor's degree and eight years of experience in information technology field, Master's and six years, or combination of education and experience equal to twelve years.
2. Broad understanding of both management and technical problems and solutions with ability to implement most advanced 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 and management skills.
5. Familiarity with USNH information technology systems.

Additional Desirable Qualifications:

1. Experience managing budgets and staff.
2. Experience in higher education.

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.