



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 09/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Supervisor, Collaboration Solutions

JOB SUMMARY

The role will deliver a strategic planning and control function for Office of Technology services which support communications and collaborations within an agreed span of control across the University. The supervisor will act as the champion and service delivery point of contact within that span of control. The supervisor will ensure that communications and collaborations solutions are aligned with strategy which are secure, fit for purpose, and cost effective, thereby contributing to the aims of creating an efficient and responsive customer-centric service culture across the University and its partner organizations. To provide leadership for the teams responsible for collaborative services and contribute to the definition of the span of control of responsibilities for the communication and collaboration group within the Office of Technology. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Technology Client Services

Supervises: Collaboration Solutions Technician, Student Assistants, and/or temporary staff

ESSENTIAL DUTIES - May include, but not limited to the following:

- Develops, promotes and manages a communication and collaboration services roadmap.
- Provides Tier 2 support for unified communications.
- Ensures collaborative communications solutions are robust, resilient, appropriately implemented, secured, tested and documented.
- Manages the delivery of communication and collaboration services and ensures their development and efficacy. These services are critical to the success of the University and must deliver tangible value and help the University meet its strategic objectives.

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- Defines and implements a communication and collaboration services design assurance and governance framework that will ensure that solutions are aligned to our consumers' needs, the University's strategic objectives, and the existing infrastructure.
- Responsible for delivery of communication and collaboration services (to include Office 365, Skype for Business, Google Applications, Google Hangouts, digital signage), through effective management, direction, motivation including performance and development reviews.
- Conducts regular analysis of technology and market trends to determine their potential impact on communication and collaboration offerings.
- Consults with project teams to fit projects to the university's requirements, as well as to identify when it is necessary to modify the architecture to accommodate project needs.
- Consults with the Office of Technology leadership and other teams to ensure that communication and collaborations solutions are, and continue to be, a good fit to our needs, as well as to identify when it is necessary to modify these to accommodate changing needs.
- Plans, monitors and reviews progress against agreed plans for communication and collaboration services including compliance and risk management.
- Plans, inventories, and organizes resources, including allocated budget, in order to ensure maximum levels of performance.
- Devises and implements effective communicate plans about the service to the, customers, suppliers, external contacts and university colleagues.
- Provides technical input to and ensure compliance with University Regulations and Procedures.
- Responsible for health and safety for the team and ensuring group accommodation is adequate for purpose.
- Manages vendor and customer relationships associated with areas of responsibility.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Provides University or community-related service that may or may not directly impact institutional goals.
- Assists with functional support to end users for administrative technology.
- Assists end users with conducting video interviews.
- Trains students/student workers on telepresence equipment and multimedia support Assist students with questions on campus technology, as needed.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent is required. A combination of education or experience equivalent to a Bachelor in Computer Science, or a related field in technology. Some college and technical short courses and seminars relating to computing unified communication or telepresence preferred. ITIL, HDI, CTS certifications preferred.

EXPERIENCE

Possession of a University degree or appropriate professional qualification, or significant relevant experience of work in a large complex organization. Experience of leading innovative solutions and supervising strategic IT planning processes. A minimum of 5 years of broad exposure to communication technologies for collaboration operations (to include: Office 365, Google, WebEx, Streaming, Cisco, Lifesize, Polycom, etc). A minimum of 2 years of supervisory experience, preferably in a higher education environment.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Familiarity with basic information management practices.
- Exposure to multiple, diverse technologies in collaboration environments.
- Strong process-driven analytical skills and understanding of ITIL.
- Excellent written and verbal communication skills.
- Excellent planning, organizational & time management skills.
- Experience of managing priorities including the ability to balance the long-term ("big picture") and short-term implications of individual decisions.
- Ability to translate business needs into architecture requirements.
- Ability to estimate the financial impact of architecture alternatives.
- Experience and track record of successfully supervising a team.
- Customer focused, understanding the need for technology to enable colleagues' success.
- Experience of working with senior management and external stakeholders.
- Experience of supplier management including contract negotiation and contract management.
- Excellent interpersonal and influencing skills.
- Proficient in communication, both oral and written.

- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Knowledge of a variety of modern computing, networking, and communication systems.
- Ability to organize, work effectively, conceptualize, and prioritize goals.
- Able to exercise independent judgement based on organizational regulations and procedures.
- Understanding of application installation.
- Test system utilization.
- Web streaming and archiving principles and options.
- Software life cycle management.
- Documentation systems operations for knowledge databases.
- Demonstrate ability in website design and content updates.
- Computer configuration modification, backup and restore.
- Working knowledge of multiple web design technologies.
- Ability to deal well with ambiguity and fast-paced change.
- Ability to engage in self-directed learning of new technology quickly and efficiently.
- Ability to maintain a positive track record of successful communication and problem-solving skills Working knowledge of multiple web design technologies.
- Build Rapport.
- Listening Skills.
- Organizing and Planning.

Highly Preferred:

- Microsoft and Cisco certifications preferred.
- Certified Technology Specialist certification preferred.
- ITIL certification preferred.
- HDI certification preferred.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is performed indoors in an office setting or classroom setting.

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SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Printed Employee Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.