



**DATE ISSUED:** 07/12  
**FLSA:** Exempt  
**PTO:** VCS

## ***JOB DESCRIPTION***

### ***TITLE***

Manager, Technology DAL

### ***JOB SUMMARY***

Provides management and direction of technical support for faculty, staff and students of Texas Woman's University, Dallas Campus. Responsible for multiple, large and complex project-based work efforts. Manages the start-up, execution and closure of each project. Meets with customers to determine business needs, then measures and documents success in achieving the goals. Provides leadership in the planning, execution and enhancement of instructional technology training and resource development for Faculty, staff and students. Coordinates support and resource management for Blackboard. Provides oversight responsibility for the operations and maintenance of classroom and open computer labs and classroom instructional technology. Resolves issues of scope, resource availability, resource expertise, budget constraints and deadlines. Work is performed under the supervision of the Director, Client Services and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Director, Client Services

*Supervises:* Systems Engineers, Technical Support Analysts

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

- Directs the data, voice communications and network serviced for the Health Science Center, Dallas campus.
- Coordinates and ensures university-wide multi-user computing systems are well managed/administered to provide required services to students, faculty and staff.
- Coordinates and ensures that quality customer service in the technical support area is provided.
- Directs user outreach efforts related to instructional technology applications and computer lab resources.

- Directs campus instructional technology needs assessment and project planning processes.
- Provides oversight responsibilities for training opportunities for faculty, staff and students on supported software and hardware systems.
- Develops, prepares and recommends budget for purchasing, upgrading and maintaining multi-user computer systems, system personnel salary equity adjustment and/or merit raise and professional on the job training.
- Creates strategic planning items for information resource management.
- Provides consultation with administrative and academic departments on the purchase of technology equipment and services.
- Consults and assists other teams on projects and integration issues within Office of Technology.
- Serves as a liaison between the university and regulatory and governmental agencies, regional operation companies, regulated service providers, vendors and telecommunications organizations
- May be required to work a flexible schedule, including nights, weekends and holidays.
- 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***

- Performs other duties as requested.

#### ***EDUCATION***

Bachelor's degree required. Technology and network systems certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

#### ***EXPERIENCE***

Nine years job related work in computing and/or communications, education environment highly preferred.

#### ***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:**

Knowledge

- Software life cycle activities
- Working knowledge of office practices and methods
- Basic business principles and business and industry-specific terminology
- Business case analysis
- Costing, budgeting, risk and financial analysis
- Quality assurance concepts and procedures

Skills Required

- Conflict Resolution
- Financial Analysis
- Leadership
- Managing without Authority
- Mentoring
- Preparing and administering performance reviews
- Project management software tools (e.g., Microsoft Project)
- Risk analysis
- Supervision
- Bus and bus configuration
- Central Processing Unit (CPU)
- DVD, CD-ROM, hard and floppy disk drives
- Monitor and graphics memory
- Motherboard
- Mouse and keyboard
- Operating systems (e.g., Mac and Windows)
- RAM/ROM
- Account management
- Configuration modification, backup, restore and location (e.g. registry, INI files)
- Directory, file structures and systems
- Input and output
- Installation of applications
- Operating system administration (e.g., monitoring, process control, threads, upgrades and patching)
- OS compatibility and interoperability
- Procedures for starting and stopping services
- Read and write permissions
- Supervision

Ability to

- Plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.

- Establish and maintain effective work relationships with students, faculty, staff, and the public.
- Provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Apply budgetary and fiscal planning techniques within financial constraints.
- Organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Communicate effectively -orally, by phone, in person, and in writing.
- Complete complex technical projects, given detailed specifications.
- Ability to use a personal computer and other office equipment, including related university software and email.

### ***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. May be required to lift or move 25+ pounds. May be required to work a flexible schedule, including nights, weekends and holidays.

### ***WORK ENVIRONMENT***

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

### ***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.

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*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:** \_\_\_\_\_

**Employee Printed 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.***