



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 02/14
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Technology & Houston Center Operations

JOB SUMMARY

Provides integrated management and oversight of the operation of Texas Woman's University Institute of Health Sciences-Houston, including direction of technical support functions for faculty, staff and students on the Houston Campus. In the context of campus operations, this individual serves in a liaison capacity with the staff of the Center and the Vice Presidents of the University, including collaboration on the direction of Enrollment Services Center and staff. In the context of technology-based support, responsibilities include: leadership in the planning, execution and enhancement of technology training and resource development for all Houston operations; collaboration with customers to determine business needs, then measures and documents success in achieving the goals; coordination and support of resource management for Blackboard; oversees responsibility for the operations and maintenance of classroom and open computer labs and classroom instructional technology; and resolves issues of scope, resource availability, resource expertise, budget constraints and deadlines. Work is performed under the supervision of the Provost & Vice President for Academic Affairs. 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: Provost & Vice President for Academic Affairs---Houston Center Operations Duties
Associate Provost, Office of Technology---Office of Technology Duties

Supervises: Systems Engineers, Technical Support Analysts, Financial Aid Advisor, Coordinator, Central Services, Coordinator, Enrollment Services, Sr. Administrative Assistant, Administrative Assistant, Business Accountant and non-academic support staff

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

- Supports the University through liaison with the Vice Presidents who are responsible for their individual areas of Academic Affairs, Student Life, Finance and Administration,

University Advancement, and Office of Technology. Oversees operations that cross divisional lines involving the entire campus, e.g., Orientation/Recruitment / Commencement.

- Directs operation of the Enrollment Services Center and supervises Center staff collaboratively with reporting officials in Denton.
- Ensures implementation of all policies/instructions from the Chancellor and Vice Presidents, exercising judgment and making recommendations in the absence of policies.
- Manages operational issues, mediating between competing demands e.g., space allocation/assignment; and represents the University at selected Texas Medical Center meetings.
- Provides administrative support for the faculty and academic leaders through regular contact with academic leaders, providing a single point of contact for resolution of difficulties, including responsibility for user outreach efforts related to instructional technology applications and computer lab resources.
- Coordinates with staff on operational issues, keeping lines of communication open. e.g., late registration hours, building hours, security.
- Serves as a liaison between the TWU Houston Campus and regulatory and governmental agencies, academic enterprises, appropriate Texas Medical Center constituents, regional operation companies, regulated service providers, vendors and telecommunications organizations.
- Coordinates and ensures that quality customer service in the technical support area is provided by:
 - Directing the data, voice communications and network service for the Health Science Center, Houston campus.
 - ensuring university-wide multi-user computing systems are well managed to provide required services to students, faculty and staff.
 - overseeing training opportunities for faculty, staff and students on supported software and hardware systems.
 - coordinating budgets for purchasing, upgrading and maintaining multi-user computer systems, system personnel salary equity adjustment and professional on the job training, and providing consultation with administrative and academic departments on the purchase of technology equipment and services.
 - directing campus instructional technology needs assessment and project planning processes; consults and assists other teams on projects and integration issues within the Division of Office of Technology.
- 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

Extensive administrative experience including four years of progressively increasing responsibility, as well as 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.
- Supervise and coordinate supervisory responsibilities with the Denton supervisors;
- Respond to emergency situations in a timely manner.
- 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 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.

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.

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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.