



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 04/14  
**FLSA:** Exempt  
**PTO:** VCS

## ***JOB DESCRIPTION***

### ***TITLE***

Manager, Technology DEN

### ***JOB SUMMARY***

Provides management and direction of technical support for faculty, staff, and students of Texas Woman's University. Establishes, prioritizes, and supervises varied tasks relating to Tier O, Tier 1, and Tier 2 level support, via remote or on-site service. Oversees the daily operations for both the Service Desk and Technical Support teams for the Denton Campus. Under direction of the Director of Client Services, the Manager of Technology Denton is responsible for ensuring a streamlined operation is in place for centralized technology support aligned with University goals and objectives. The Manager of Technology Denton is responsible for multiple, large and complex project based work efforts. 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 the technology tools and resources for Faculty, Staff and Students. Serves as the escalation point for Dallas and Houston technology resources and tools. Provides oversight responsibility for the operations and maintenance for the Technology Service Desk which is the single point of contact for all faculty, staff, and students for Denton, Dallas, and Houston campuses. Resolves issues of scope, resource availability, resource expertise, budget constraints and deadlines. The Manager of Technology Denton is responsible for executing various technology plans and roadmaps, including the PC replacement plan and the continuity for Technology Service Delivery. 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:*** Technical Support Analyst II's, Technical Analyst III's, Systems Engineer, Supervisor, Service Desk, Service Desk Analyst III's, Service Desk Analyst II's, Service Desk Analyst I, and Support Specialist I

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

- Manages the ITIL-based Technology Service Desk and ensures Remote and On-site assistance is provided at a high level.
- Directs strategic planning for Information Technology Service Management under ITIL best practices.
- Responsible for the management, operation, and administration of all Desktop Support file and application servers.
- Analyzes and develops information technology infrastructure systems and sub systems in support of Client Services.
- Coordinates and ensures university-wide multi-user computing systems are well managed/administered to provide required services to students, faculty and staff.
- Ensures that an advanced level of expertise and technical support are provided to the entire University on information technology systems and services.
- Provides consultation with administrative and academic departments on the purchase of technology equipment and services.
- Assists campus users in assessing the technical requirements that meet the needs for their operation.
- Benchmarks, analyzes, reports on, and makes recommendations for the improvement and growth of the Technology systems.
- Coordinates and ensures that quality customer service is provided to Staff, Faculty, and Students of the University.
- Manages the deployment, monitoring, maintenance, development, upgrade, and support of all Technology systems, including Macs and PCs, along with their respective operating systems, hardware, software, and peripherals.
- Oversees the daily operation of end-user services, including Service Desk and technical remote and On-Site support services.
- Develops, prepares and recommends budget for purchasing, upgrading and maintaining multi-user computer systems; forecasts for future technology systems trends.
- Assists with evaluating and recommending of hardware and software upgrades and software packages.
- Records and evaluates metrics.
- Keeps current with the latest technologies.
- Oversees asset management for Technology hardware, software, and equipment.
- Assist Director in managing Technology staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Creates strategic planning for items for information resources management and team member on-the-job training.
- Works with vendor personnel to identify and solve all vendor hardware and software problems and negotiate contracts to secure best pricing and quality for the University.
- Maintains central technology inventory to schedule replacements at designated life-cycles; ensures data accuracy for reporting purposes.
- Serves as primary point of contact for vendor interactions and hardware and software standardization for technology procurement.

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- Serves as a liaison between the University and regulatory and governmental agencies, regional operation companies, regulated service providers, vendors and telecommunications organizations.
- Oversees the process for procurement of computer technology resources for Denton, Dallas, and Houston.
- Responsible for developing the campus standard image and group policy for all administrative pc and mac systems.
- Consults and assists other teams on projects and integration issues within the 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**

- May serve as Project Manager of multiple technology projects.
- May be asked to serve on multiple University committees.
- Performs other duties as requested.

#### **EDUCATION**

Bachelor's degree or equivalent work experience 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. ITIL/HDI experience or certifications preferred.

#### **EXPERIENCE**

Nine years job related work in computing and/or communications, management and 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

- Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline.

- Requires in-depth analysis to interpret and evaluate obscure/vague information in the development of new solutions for complex technical and/or managerial problems.
- The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.
- Requires the examination analysis of technology systems.
- Quality assurance concepts and procedures.
- Business principles and business and industry-specific terminology.
- Hardware and 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

- Strong technical knowledge of network, PC, and Mac operating systems.
- Strong technical knowledge of current PC and Mac hardware, protocols, and standards.
- Strong technical knowledge of mobile devices and mobile device integration.
- Asset Management
- Conflict Resolution
- Contract management
- Managing without Authority
- Mentoring
- Central Processing Unit (CPU)
- Monitor and graphics memory
- Operating systems (e.g., Mac and Windows)
- RAM/ROM
- Account management Configuration modification, backup, restore and location (e.g. registry, INI files, pst, history)
- Directory, file structures and systems
- Input and output/ power management
- Installation of applications
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to conduct and direct research into Technology issues and products as required.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical, evaluative, and problem-solving abilities.
- Exceptional customer service orientation.
- Extensive experience working in a team-oriented, collaborative environment.

#### Highly Preferred

- Strong leadership skills
- Project management software tools (e.g., Microsoft Project)
- Risk analysis

- Data forensics
- Excellent understanding of the organization's goals and objectives.
- In-depth knowledge of applicable data privacy practices and laws.
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.
- Vendor negotiation

*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.
- Complete complex technical projects, given detailed specifications.
- Operate on independent judgment based on an understanding of organizational policies and activities.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to perform general mathematical calculations for the purpose of creating business cases, budgets, and so on.
- Communicate effectively orally, by phone, in person, and in writing.
- Represent the department and University in a friendly, courteous, and professional manner.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- 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.

*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.***