

METROPOLITAN STATE UNIVERSITY - INFORMATION TECHNOLOGY

MIS Supervisor 2
Work Title: (Director of IT Operations)

PCN#NEW

Employee's Signature_____ Date_____

Supervisor's
Signature_____ Date_____

POSITION PURPOSE:

The Director of Information Systems is responsible for logical/physical network planning and operations, telecommunications planning and implementation and network security. Emphasis will be on implementing and evaluating the application of fiscal, human and technical resources to respond to the University's current and long-range infrastructure needs. This position will perform problem identification and requirement definition for all major software/hardware implementations; oversee classroom and lab builds; provide technical expertise to other staff in regards to technical troubleshooting; and, serve as supervisor for operations staff by defining work prioritization, performance monitoring, assigning tasks and overseeing project completion. This position will serve as the primary technical expert for maintaining access, security, and stability for network operations; directing university-wide applications deployment; and, disaster recovery across both the local and wide area networks. This position also serves as university liaison with MnSCU Office of the Chancellor and Office of Enterprise Technology networking staff and backup to CIO in his/her absence.

REPORTABILITY:

Reports to: Associate VP of Technology & Telecommunications and Chief Information Officer

Supervises: ITS4 Systems Architect, ITS3 Systems Analyst, ITS3 Security Administrator, ITS2 Telecommunications Specialist, ITS2 – Software Specialist, Two – ITS1 Site Coordinators, Three – ITS1 Desktop Support Specialists

DIMENSIONS:

Clientele: Approximately 1,000 university staff and faculty;
Approximately 4,000 university students;
University's administrative officers and related departments;
General public;
Citizens of Saint Paul who use MSU library resources or technology;
Office of Enterprise Technology technical support staff;
Staff of the System Office – particularly networking and ISRS teams;
Other MnSCU institutions; Consultants

Budget: Assumes principal responsibility for university equipment upgrade budget (\$575,000/year), and assists with the overall planning and management of all IT budgets that total approximately (\$2,900,000.)

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Principal Responsibilities, Tasks and Performance Indicators

Leadership

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I. Manage assigned staff in a manner so that maximum productivity is obtained and staff is prepared to deal with new and innovative changes

- A. Ensure that ongoing IT services are provided in an effective manner.
- B. Assist in the selection of appropriately skilled and experienced individuals who can effectively perform their assigned job duties.
- C. Establish staff position descriptions, performance indicators, and individual development plans.
- D. Evaluate employee performance with rewards or discipline, and promote, transfer, or change status accordingly.
- E. Work with IT management team to set work priorities, develop project scope and assign projects to appropriate staff.
- F. Approve time records and approve/reject vacation/sick leave usage.
- G. Correct routine performance problems through individualized instruction, and the assignment of projects to appropriate staff.
- H. Conduct regular individual and unit staff meetings to keep staff informed and projects on track.
- I. Work in collaboration with departmental project manager to ensure communication is consistent and timely and that projects stay on track.
- J. Coordinate supervision, work schedules, timelines and contracts for vendors on campus working on infrastructure or telecommunications projects.
- K. Coordinate staff scheduling for on call and off-hours assignments.

Performance Indicators:

- All supervisory tasks are in accordance with established policies and procedures.
- Performance evaluations are completed in a timely manner.
- The information technology staff needs are met and assignments are appropriate to the classifications.
- Recruiting and hiring practices follow EEO/Affirmative Action guidelines.
- Time records and leave reports are processed within payroll deadlines.
- Staff, faculty and students are informed and provided effective service on a timely basis.
- IT staff is well trained and perform their duties in a timely, cost effective manner.
- Project timelines are managed and projects are completed within agreed up time frames.
- External vendor time is utilized to the fullest potential, project expectations are communicated and contracts follow university standard policies and procedures.
- Hours of operation are staffed at appropriate levels.

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Telecommunications and Networking

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II. Provide leadership and guidance in the planning and implementation of Information Technology strategies, policies, procedures and projects.

- A. Ensure university network and telecommunications systems operate effectively.
- B. In conjunction with CIO develop, maintain and test continuity of operations plans.
- C. Provide technology feasibility, needs and cost analysis when needed.
- D. Assess and prioritize future infrastructure needs and plan for necessary equipment and software upgrades.
- E. Provide development and direction for all server-based systems, local area networks, applications software, enterprise-wide system connectivity and integration of LAN/WAN systems.
- F. Analyze operational methods and procedures and recommend the most efficient and effective information and technology delivery systems.
- G. Oversee the backup, restoration and security of all network stored data.
- H. Guide new system implementation so that operational change is orderly and information access is available with minimal disruption.

Performance Indicators:

- University computer, telecommunications and network systems work with minimal interruptions and satisfactory speed.
- Recovery plans and procedures are in place and operational.
- Data and network security practices and procedures are in place, updated and managed.
- On-going review of operational systems is performed to ensure that objectives continue to be met and to improve operational effectiveness.
- Clientele have appropriate network based services and resources as needed.

Hardware Replacement

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III. Coordinate IT support for university-wide computers, servers, and storage devices on all campuses and remote locations; Maintain computer replacement cycle; Manage computer replacement budget.

- A. Analyze and assess current hardware needs and establish priorities.
- B. Work with vendors to ensure equipment purchasing is cost effective, done in accordance to state-wide purchasing rules, and will meet the long-term needs of the university staff and faculty.
- C. Ensure that University students, staff and faculty have current desktop computer technology.
- D. Manage and direct the upgrade of data/storage communications software and

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- hardware according to established procedures.
- E. Provide leadership and advice to information technology staff in implementing technical solutions for meeting university objectives.
- F. Manage hardware upgrade budget; consult with users and IT management and make recommendations for all major equipment purchases.

Performance Indicators:

- Hardware and software services meet user expectations.
- A written plan exists for updating all computers and network hardware; and for re-establishing services, if a disaster occurs.
- Effective communication is maintained between information technology and other university personnel in meeting objectives.
- Equipment purchasing is done within state guidelines and in the most cost effective manner for the university.

Customer Service

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IV. Exhibit excellent customer service skills with students, staff, faculty and peers.

- A. Communicates effectively, in writing, verbally and non-verbally, with IT staff and managers.
- B. Builds positive and effective relationships with IT staff and internal/external customers.
- C. Listens and asks appropriate questions.
- D. Follows directive and priorities established by IT managers in a timely and effective manner.
- E. Instructs and orients students, faculty, and staff in the procedures and policies involved in using the computing center facilities.
- F. Instructs and assists users working on supported Metropolitan State University hardware and software.

Performance Indicators:

- Users experiencing difficulty are assisted promptly.
- Users get appropriate assistance in using equipment.
- Faculty gets appropriate assistance in software evaluation and use of network software.
- Misuse of equipment or data is reported promptly.
- Problems are researched, discussed and resolved in a timely manner.
- Takes initiative to research, resource, resolve and be self reliant when approaching projects and tasks.
- Builds positive and effective relationships with IT staff and internal/external customers.
- Willingness to cooperate with others to accomplish objectives and work towards common goals.

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- Effectively communicates in writing, verbally, non-verbally and interpersonally.
- Listens well and asks appropriate questions.
- Keeps supervisor and co-workers informed.

Duties as Assigned

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V. Increase knowledge and experience with support of computing by working with all aspects of work in the IT department.

- A. Be available to CIO and the IT department to assist with major hardware and software projects.
- B. Assist other management staff and CIO with special projects as needed.
- C. Focus self-development on learning about advanced computing and networking topics.
- D. Develop and implement a personal staff development plan.
- E. Stay current in Information Technology through electronic journals, seminars, Computer Based Training, On-line help, documentation, and discussion groups.
- F. Attend seminars and workshops to keep current with changes hardware and software.
- G. Participate in newsgroups and listservs to collaborate and communicate with other universities and colleagues.
- H. Seeks out and engages in learning to develop understanding of continuous improvement tools and skills, develop professionally and in preparation for future opportunities to better serve the university.
- I. Participates in training to improve understanding and skills for continuous improvement of processes.

Performance Indicators:

- Demonstrations and information are shared with Information Technology staff.
- Problems and tips are shared on Information Technology staff listserv.
- Professional journals are shared with other interested colleagues.
- Makes changes and suggests changes to improve systems and processes.

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NATURE AND SCOPE (relationships, knowledge, skills and abilities; problem solving and creativity; and freedom to act).

Relationships:

This position reports to the Associate VP of Technology & Telecommunications and Chief Information Officer, directly supervises technology staff, and will be a member of the decision group that determines on-going priorities for university operations and support services. In the absence of the CIO, this position will represent the CIO in making command decisions as necessary for the department and may be called to participate as part of the university leadership team in the event of an emergency. The ability to maintain strong, working relationships with university personnel and management across multiple departments is essential. The employee will be responsible for making recommendations in circumstances where there are competing interests and multiple solutions from which to select, where human relations, conflict resolution, and consensus building skills will be required. The individual also must be able to interact both technically and functionally with university, Office of the Chancellor and other MnSCU IT staff, vendors and users through verbal and written communications sufficient to present clear and concise information, to interview and to coach. This individual must be able to work with a wide variety of clientele in a service-oriented and professional manner. This individual must encourage quality in the work of self and others by making sure that job responsibilities and performance standards are clearly understood; by building strong relationships with staff; and by providing them with the best tools, instruments, supplies, and information possible.

Knowledge, Skills and Abilities:

This position requires excellent problem solving, organizational and time management skills including the ability to manage and direct several large complex projects simultaneously. The individual must possess the ability to plan; lead and schedule major information technology projects and provide guidance to others. The problem solving skills required must be both in technology and human relations. Creativity in finding solutions to complex technology problems is needed, as often times regular and conventional means will be unavailable. The individual must be able to creatively trouble shoot potential solutions and to effectively communicate those solutions to staff, management and clientele. The individual in this position needs the ability to understand the inter-relational aspects of their work and how it impacts the university community as a whole.

The employee must have the ability to communicate technical information to both technical and non-technical personnel. The failure to resolve problems could result in student lack of ability to complete coursework and staff/faculty inability to perform the functions of their positions, it is imperative that this individual possess the skills necessary to resolve technical problems quickly and creatively.

Education/Experience = BA/BS degree in Information Technology, Computer Science, Mathematics or related technical communications field plus 6-10 years of current working experience in a related IT area are required. Regular attendance is an essential function of this position as well as the ability to work on-call if necessary. This person must also

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poses a strong understanding of data privacy rules and FERPA guidelines, as well as, extensive knowledge of network security on multiple hardware platforms.

Problem Solving:

This position requires the highest level of problem solving skills and demonstrated abilities to independently resolve analysis, design and technical implementation issues for a wide variety of projects with minimal input from management. Often it will be necessary for the individual in this position to provide high-level escalation analysis of specific problems in order to provide direction to other technicians for ultimate resolution. This individual must make every effort to remain current with computer technology and find ways to incorporate the technology into the instructional and administrative business processes at the university. The individual in this position must have excellent problem solving, organizational and time management skills, including the ability to handle several projects at once. The problem solving skills must be both in technology and human relations. The individual must have the ability to anticipate and address potential problems across a wide variety of service areas. The need exists for the individual in this position to utilize creativity to meet a service need/demand, since frequently a regular and conventional means will not be available. Superior project management and supervisory skills, as well as considerable hands-on experience with the planning, implementation and maintenance of large-scale information systems is essential. Demonstrated commitment to continuous improvement by engaging in activities alone, or with others, to improve university processes for the benefit of students and other stakeholders is an ongoing responsibility of this position.

Freedom to Act:

The majority of responsibilities related to this position require limited supervision and this individual has the freedom to make many independent decisions. The individual in this position must be able to take a problem and design a complete plan for resolution, regardless of time or difficulty. Realizing daily objectives, in view of the many interruptions that will occur in this position, will demand that the individual be free to act in a variety of ways. General guidance and direction will be available both on a regularly scheduled basis and when requested.

This description is intended to indicate the kinds of tasks and levels of work difficulty that is required of the position. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee. The use of particular expressions or illustrations describing duties shall not be held to exclude other duties that are of similar kind or level of difficulty.