IT MANAGER

*[May also apply to exempt SHRA positions in the IT Manager branch\*]*

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency- and band-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Project Management | * Decides project priorities and assigns projects to staff. * Serves as a final escalation and resolution point for project roadblocks and issues. * Holds final accountability for the outcomes of projects. |
| Security | * Oversees the development and enforcement of policies and procedures related to security compliance and confidentiality. * Defines and determines security needs, risks, and solutions for the work group (e.g. data security, password security, etc.). |
| Quality Control &  Reporting | * Defines the metrics that determine how quality will be evaluated. * Final responsibility for upholding quality standards. |
| Consultation | * Serves as an expert technical advisor to peer managers, senior leadership, and customers. * Generates options, provides pros and cons, and evaluates risk for various constituencies. * Works across organizational boundaries to ensure the unit can effectively and efficiently provide the services required by the university community. |
| Training &  Communication | * May act as the face of the work group for new initiatives, change management, etc. * Responsible for determining training needs for the work group. |
| Supervision/  Management | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc. |
| Leadership &  Strategy | * Defines business strategies and contributes to the enterprise’s long and short-term visions for the unit. Establishes goals, determines needs. * Incorporates a broad range of internal and external factors when solving problems and making decisions. * Recognizes and evaluates strategic opportunities for success, consistent with the academic and/or research strategic missions of the unit. * Evaluates organizational readiness and capacity for change and adjusts accordingly. * Translates organizational technical goals into operational plans. * Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies. |
| Other Duties (5% max) | * Other duties as assigned by management to meet business needs |

\*When employees in these existing, filled positions have elected to remain SHRA