Definition of Class
This is a supervisory position in which the incumbent oversees and monitors the daily operations of Technical Services area of the Information Technology department. This position will assist with providing technical leadership, policy oversight, procedural development, and direction for the technical infrastructure of the University. Incumbent serves as Director in their absence.

Examples of Work Performed
Assists in directing, coordinating, and administering the daily operations of Technical Services.

Provides direction and accountability for division projects.
Assists with contract management and technical procurement planning.
Serves as a mentor to division staff in technical leadership through best practices and time management.
Assesses new technologies and their impact on businesses processes.
Ensures the reliability, stability, and availability of operating systems and associated software.
Manages system upgrade schedules and server maintenance cycles.
Assign detailed tasks to staff and monitor progress to ensure proper problem resolution.
Serves as backup support for technical staff.
Attends vendor conferences and seminars for product updates.
Represents the University at vendor technical meetings
Works with vendor management to develop long-term technology plans.
Attends higher education conferences and meetings to share and gain knowledge in addressing technology challenges.
Interfaces with campus entities to provide technical advice pursuant to best practices for technology.
Facilitate internal/external relations for reasonable transitions to new technology.
Serves as the Director in their absence.
Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Assists in supervising, coordinating, and managing the daily operations of Technical Services.
2. Manages the Systems Administration unit.

3. Develops vendor and peer relationships.

4. Serves as Director in their absence.

5. Assists with developing and implementing policies and procedures.

**Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate’s ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.

**Vision:** Vision requirements for this job include close vision.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening.

**Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to sit. The incumbent is periodically required to talk and hear. The incumbent is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch or bend.

**Experience/Educational Requirements:**

**Education:**
Bachelor’s Degree from an accredited college or university.

AND

**Experience:**
Five (5) years of experience related to the above described duties.

**Substitution Statement:**
Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

**Interview Requirements**

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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The University of Mississippi is an EOE/AA/Minorities/Females/Vet/Disability/Sexual Orientation/Gender Identity/Title VI/Title VII/Title IX/504/ADA/ADEA employer.”

The University complies with all applicable laws regarding equal opportunity and affirmative action and does not unlawfully discriminate against any employee or applicant for employment based upon race, color, gender, sex, sexual orientation, gender identity or expression, religion, national origin, age, disability, veteran status, or genetic information. The University of Mississippi is an “at will” employer. This job description does not constitute an employment contract or negate “at will” employment.