Manager of Technology Services

Definition of Class
This is a supervisory position in which the incumbent manages general-purpose technology services offered by the Office of Informational Technology including but not limited to student computer labs, IT Media, classroom technology, and large-scale procurements of desktop-technology. The incumbent plans for and oversees technology services to ensure that they meet the needs of the University and operate in an efficient and effective manner. The incumbent manages and provides leadership to student workers and IT staff; oversees the daily operations and maintenance of the Galtney Center for Academic Computing and related services, and makes decision by exercising discretion and independent judgment.

Examples of Work Performed
Provides hardware, network and software support for the Galtney Center for Academic Computing and for related technology services such as IT Media. Plans for procurements/upgrade cycles and coordinates the maintenance of hardware/software to keep it in good working order.

Supervises professional staff who coordinates classroom technology projects and large-scale desktop computing procurements, e.g., TACIT & student purchase programs.

Provides technical guidance and management to the staff of student workers serving as consultants. Coordinates the hiring process, including screening, testing and interviewing; maintains student work schedules. Develops policy manuals for staff use. Assists staff in answering software, hardware, and network questions.

Maintains inventory of equipment and supplies by monitoring paper and printer supplies; provides equipment replacements and supplies as needed. Develops and carries out plans to accurately track equipment on loan to departments and campus users.

Evaluates and recommends technical solutions for providing improved management of equipment and services, e.g., student printing.

Reads professional journals and accesses knowledge bases to keep up with current instructional technology processes, technologies, hardware, and software.

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. Provides hardware, network, and software support for the Galtney Center for Academic Computing and related general-purpose technology services maintained by the Office of Information Technology for the campus community.

2. Manages student workers who assist in provided these technology services.

3. Manages inventory of equipment and supplies.
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: Requirements of this job include close vision and color 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; lift or carry; reach with hands and arms; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education:
Associate's Degree from an accredited two-year college or university in Computer Science, Management Information Science or related field.

AND

Experience:
One (1) year 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 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