Manager of Technology and Interactive Services

**Definition of Class**
This position supervises a team of network, telecommunication and distance learning support staff members. The incumbent coordinates support of distance learning services and assist with strategic planning for expansions and technology advancements. This position manages procurement decisions, directs staff in scheduling and planned performing enhancements and meets and negotiates contracts with vendors when evaluating alternative technologies.

**Examples of Work Performed**
Supervises a team of network, telecommunication, and distance learning support staff members in the coordinated support of highly visible distance learning services.

Develops the procedures necessary to maintain highly available distance learning services.

Coordinates efforts between Outreach, IT, and vendors when resolving technology issues.

Identifies and implements cost effective but innovative solutions in distance learning practices.

Approves distance learning architecture designs in conjunction with IT.

Manages the departmental budget; reviews and approves purchases.

Interfaces and negotiates contracts with vendors regarding equipment and services.

Serves as a representative for the University at regional and national distance learning meetings.

Evaluates new technology for the purpose of strategic planning and enhanced classroom experiences.

Performs product evaluations to enhance distance learning educational services.

Makes recommendations for next generation distance learning tools and services.

Attends seminars and webinars to stay abreast of best practices in distance education.

Supervises support staff.

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. Supervises a team of network, telecommunication, and distance learning support staff members.
2. Approves distance learning architecture designs in conjunction with IT.
3. Manages the departmental budget; reviews and approves purchases.
4. Interfaces and negotiates contracts with vendors regarding equipment and services.

5. Evaluates and makes recommendations for new technology.

**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.

- **Vision:** Requires the ability to perceive the nature of objects by the eye.
  - **Near Acuity:** Clarity of vision at 20 inches or less.
  - **Midrange:** Clarity of vision at distances more than 20 inches and less than 20 feet.
  - **Far Acuity:** Clarity of vision at 20 feet or more.
  - **Field of Vision:** Ability to observe an area up or down, left or right, while eyes are fixed on a given point.
  - **Color Vision:** Ability to identify colors.
  - **Accommodation:** Ability to adjust focus.

- **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 stand; talk and hear; and use hands to finger, handle, or feel. Incumbent is periodically required to walk and reach with hands and arms. Incumbent is occasionally required to sit; climb or balance; taste or smell; and stoop, crouch, kneel, or bend.

**Experience/Educational Requirements:**

- **Education:** Bachelor’s Degree in Computer Science, MIS, Journalism or related field from an accredited four-year college or university.

  **AND**

- **Experience:** Three (3) years of experience related to the above described duties.

**Substitution Statement:**
Related education and related experience may be substituted on a basis set forth 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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