



Mgr, Info Tech

J o b D e s c r i p t i o n

JOB INFORMATION	
<i>Job Title:</i>	Mgr, Info Tech
<i>Auburn Title:</i>	
<i>Job Code:</i>	MA04
<i>FLSA Classification:</i>	Exempt
<i>Salary Grade:</i>	IT09 \$68,900 - \$124,000
<i>Organizational use restricted to the following divisions:</i>	
JOB FAMILY AND FUNCTION	
<i>Job Family:</i>	Information Technology
<i>Job Function:</i>	IT Leadership
<i>Family Description</i>	
<p>This job family manages or performs work associated with analysis, design, implementation, operation, deployment, and support of the organization's information technology resources (including computer hardware, operating systems, communications, software applications, data processing and security), telecommunication systems, and software/database products by internal staff, outsourcing staff, or consultants. Activities include developing information technology strategies, policies and plans; maintenance and use of information technology resources; training and supporting technology users; telecommunications network planning, operations and site acquisition; programming software/database products for sale to external customers; developing PC, online, and mobile games; and internet product management & operations.</p>	
<i>Function Description</i>	
<p>Responsible for leading teams and processes associated with the management of the organization's information technology resources (including computer hardware, operating systems, communications, software applications, data processing and security), telecommunication systems, and software/database products. Activities include developing information technology strategies, policies and plans; managing the acquisition, implementation, maintenance and use of information technology resources; training and supporting technology users; telecommunications network planning, operations and site acquisition; programming software/database products for sale to external customers; developing PC, online, and mobile games; and internet product management & operations.</p>	
JOB SUMMARY	
<p>Manages the delivery of services relating to multiple technologies in one or more of the following information technology areas: system administration, network support, operating systems support, systems design and/or implementation, telecommunications systems, or user/client services.</p>	
KEY RESPONSIBILITIES	
	<i>% TIME</i>
<ul style="list-style-type: none"> • Supervises and provides highly complex technical design, implementation, maintenance, system administration, and support of hardware, software, network, and/or instructional technology. 	25%
<ul style="list-style-type: none"> • Supervises and provides end-user support through consultation and advising, problem identification and resolution, training, and preparation/maintenance of documentation. 	20%
<ul style="list-style-type: none"> • Assists in the development and maintenance of IT policies, procedures, methods and tools for area of responsibility, consistent with Auburn University and OIT policies and procedures. 	20%

<ul style="list-style-type: none"> Provides advice to upper management and has direct responsibility for project and/or unit management, human resources, and budget administration. 	15%
<ul style="list-style-type: none"> May provide or coordinate on-call support for designated systems or services. Performs other duties as directed by Supervisor. 	10%
<ul style="list-style-type: none"> Performs other related duties as assigned by supervisor. 	10%

The above key responsibilities are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position and the percent of time spent on each duty varies based on department needs.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the minimum requirements listed below. The requirements listed below are representative of the skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the key responsibilities.

Minimum Education and Experience

Education Level	Field of Study		Years of Experience	Area of Experience
Bachelor's Degree	Degree in Business Administration, Management, Computer Engineering, Computer Science, Information Systems, or related field	And	5	Experience in a specific IT specialty. Knowledge of project and operations management to include team leadership skills including motivating team and group processes, team collaboration, empowering, coaching, mentoring, training, ethical integrity, championing diversity and inclusiveness, and supervising staff. Ability to translate specific strategic information into operational programs. Industry related skills to include knowledge of the IT industry and trends, knowledge of IT security regulations, and proficiency in ITIL.

Minimum Skills and Abilities

Description	Proficiency
Knowledge of information technology principles and applications, computer system management methodologies and new technologies.	Advanced
Ability to work well under pressure.	Advanced
Ability to recognize, analyze, and solve a variety of problems.	Advanced
Ability to plan, assign, and/or supervise the work of others.	Advanced
Excellent communication skills both written and verbal.	Advanced

Minimum Technology

Technology	Technology Details
Strong technical aptitude and computer skills.	

Minimum Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame
None Required.		

Approved 11/8/2019
Date: