
Auburn University Job Description

Job Title: **Exec Dir, Chief Technology Operations/Deputy CIO**

Job Family: No Family

Job Code: **MA25**

Grade IT13 \$122,500 - \$245,000

FLSA status: Exempt

Job Summary

Serves as the senior OIT leader responsible for daily operations of Auburn University's core technologies, which includes all elements of networking, helpdesk, data center, classroom design and maintenance, and telecommunications. Leads campus information technology in the absence of the Vice President for Information Technology/CIO.

Essential Functions

1. Supervises the work of subordinate employees who provide critical technology services to the campus. Supervision includes monitoring system performance, establishing and tracking metrics, guiding fault analyses and planning appropriate steps to correct issues identified in root cause analyses.
2. Supervises and assists in development and execution of quality assurance plans. This position assures that quality assurance management is engaged in integrating quality producing elements into the initial project planning phase. Assures post development testing is conducted early and identified errors are corrected prior to moving a product or service into production.
3. Leads a subcommittee of the Research Computing Governance team, and in doing so, helps bridge scientists' needs for computing power with the appropriate technology. Serves as a member, either primary or ex-officio, of all technology governance committees.
4. Provides input to the information technology strategic planning process. Input is generated by direct interaction with faculty, staff, students, campus executives, executives from other universities, and the private sector.
5. Inputs participation on search committees, reviews technical contracts and service offerings, and presents in academic or conference forums. This position may serve as Auburn's senior IT leader in the absence of the CIO.

Supervisory Responsibility

Supervises others with full supervisory responsibility.

The above essential functions 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.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Business Administration, Management, Computer Engineering, Computer Science, Information Systems, or related IT field. Master's degree Preferred.
Experience (yrs.)	10	Experience leading, managing, and supervising teams across an IT organization. Experience in dealing with politically sensitive issues. Experience interacting with C-level executives in public and private sector is essential and required. Experience to include multiple specialties such as Enterprise Services, Cybersecurity, Infrastructure Operations and Planning; Academic & Research Computing, Academic & Research Support , IT Business Services or IT Service Support. Eight (8) or more years of experience in IT management (direct supervision of full time employees), project planning and the budgeting process; experience developing tiered support strategies for service to constituents in a large, complex University environment.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Advanced knowledge of and advanced understanding of complex technical issues related to networking, cyber security, IT staff development, project management, quality assurance, and leadership principles/best practices.

Advanced knowledge of budget control methods, policies, and procedures.

Advanced knowledge of business and management principles involved in strategic planning, resources allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Advanced knowledge of information technology principles and applications, computer system management methodologies, information security principles, and new technologies.

Strong relationship building and negotiation skills.

Strong technical aptitude and computer skills.

Demonstrable experience negotiating technology contracts and statements of work.

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Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set or revised on short notice; frequent shifts in priority; numerous interruptions requiring immediate attention; unusual pressure on a daily basis due to accountability for success for major projects or areas of operation.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/28/2020
