Asst Dir, Enterprise Systems

Job Code 50013055

General Description
Responsible for technical and operational process leadership and support for the Technology Resource information systems infrastructure and IT services support and delivery.

Examples of Duties
Provide leadership and guidance for enterprise systems.
Assist in the development of strategies and plans for integrating new technologies into campus infrastructure.
Assist in maintaining and continuously improving policies and procedures to ensure effective service, support, and delivery of operations.
Develop and implement the best practice for IT Service Delivery framework.
Interact with senior administration, faculty, and staff of client organizations to understand, interpret, and meet client needs.
Keep abreast of developments in computing, relevant technology, equipment, and systems.
Plan information technology resource procurements, and staffing.
Participate in development, implementation, and maintenance of policies, objectives, and planning.
Develop tracking and evaluation programs to assist in accomplishment of established goals.
Identify security issues and mitigate risks appropriately.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: Computing and networking hardware and software, effective management systems for Software Service personnel, laws, guidelines, and policies related to the use of computing resources.
Skill in: Preparing reports, letters, and requisitions, establishing rapport, working as a team member and interacting with the public, evaluating new and existing technologies, defining hardware and software requirements, analyzing faults in complex hardware and software systems.
Ability to: Interpret and explain contracts, schematics, complex technical documents, detailed graphs, policies and procedures, use descriptive, inferential, parametric, and non-parametric statistics.

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements