

**Saint Michael's College
Job Description**

Job Title: Associate Director – IT Data Center

Department: Information Technology

Supervisor or Manager: Billie Miles, Director of Information Technology

Date Created: 06/29/2011

Last Revised: 06/29/2011

FLSA Status: E

Approved by (print name): _____ **Signature:** _____

It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:

- Supervise and ensure the efficient operation of the network, servers, databases, and equipment.
- Managing the IT staff responsible for monitoring and diagnosing network and hardware problems. As well as the vendors who support the SMC network and related services.
- Work closely with the IT management staff and decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions
- Provide excellent customer service, focusing on customer expectations and evaluation of how their expectations are met
- Coordinate with other work groups in IT to maintain desired levels of service and increase levels of customer satisfaction

Essential Duties and Responsibilities:

- IT department operational planning and projects
- Work with stakeholders to define business and systems requirements for new technology implementations.
- Oversee all reports and documentation related to network and systems operations.
- Develop maintenance schedules for network and systems equipment.
- Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Analyze existing operations and make recommendations for the improvement and growth of the network infrastructure and IT systems.

Secondary Responsibilities:

- Practice asset management for Data Center hardware, software, and equipment.
- Manage operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Establish and maintain regular written and in-person communications regarding pertinent IT activities.
- Oversee operations-related projects and project portfolio.
- Assist in the provisioning of end-user services

Positions Supervised:

- Senior Network Specialist - 1
- Telecommunications Manager - 1
- Telecommunications Specialist – 1
- Junior Network Engineer - 1

Position's Major Contacts:

- Campus community (faculty, staff, students, alumni, parents, prospective students and prospective parents)
- Vendors, engineers and sales staff

Demonstrates Excellence in this Position:

- Regularly demonstrate an understanding of the academic and business processes and cycles that they support
- Regularly demonstrate an awareness and understanding of the impact of the technologies we deploy
- Regularly demonstrate an understanding of the impact of change on our customers and vendors / partners
- Regularly create proactive communication plans
- Regularly bring projects in on time and on budget
- Demonstrate willingness to take on new challenges
- Demonstrate a willingness to take responsibility for failures, both one's own and the team's
- Regularly demonstrate a commitment to continuous evaluation and improvement

Education and Work Experience Required:

- Bachelor's Degree equivalent combination of education and experience
- 4 year degree in Computer or Information Systems preferred
- Experience working with a diverse range of clients, including students
- Supervisory experience
- Vendor management
- Technology procurement
- Experience working with a diverse range of clients
- Complete understanding of Microsoft operating systems and the Microsoft Office Suite of applications
- A minimum of two years experience working in a Helpdesk or Service Center
- Oral and written communication skills sufficient to accomplish assignments such as; prepare and update best practice documentation; provide information and assistance to customers; and communicate with vendors and consultants

Analytic Skills Required:

- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response is required.

Language and Literacy Skills Required:

- Prepares and delivers written and spoken information to small and large groups. Effectively manages meetings. Often in speaking, represents the institution to the audience. Communicates regularly and effectively with a wide range of groups.

Computer/Technology Skills Required:

Microsoft Word	<input type="checkbox"/> None	<input type="checkbox"/> working knowledge	<input type="checkbox"/> intermediate	<input checked="" type="checkbox"/> highly proficient	
Microsoft Excel	<input type="checkbox"/> None	<input type="checkbox"/> working knowledge	<input checked="" type="checkbox"/> intermediate	<input type="checkbox"/> highly proficient	
Microsoft Publisher	<input type="checkbox"/> None	<input checked="" type="checkbox"/> working knowledge	<input type="checkbox"/> intermediate	<input type="checkbox"/> highly proficient	
Microsoft Powerpoint	<input type="checkbox"/> None	<input type="checkbox"/> working knowledge	<input checked="" type="checkbox"/> intermediate	<input type="checkbox"/> highly proficient	
Microsoft Outlook	<input type="checkbox"/> None	<input type="checkbox"/> working knowledge	<input checked="" type="checkbox"/> intermediate	<input type="checkbox"/> highly proficient	
Microsoft Windows	<input type="checkbox"/> None	<input type="checkbox"/> working knowledge	<input checked="" type="checkbox"/> intermediate	<input type="checkbox"/> highly proficient	
Adobe Acrobat	<input type="checkbox"/> None	<input type="checkbox"/> working knowledge	<input checked="" type="checkbox"/> intermediate	<input type="checkbox"/> highly proficient	
Datatel/ERP	<input type="checkbox"/> None	<input checked="" type="checkbox"/> working knowledge	<input type="checkbox"/> intermediate	<input type="checkbox"/> highly proficient	Internet
Research	<input type="checkbox"/> None	<input type="checkbox"/> working knowledge	<input type="checkbox"/> intermediate	<input checked="" type="checkbox"/> highly proficient	

Other (please specify): *Track-It! (incidence management software)*

Licenses, Certifications and Other Requirements:

- None Required

Physical Demands:

Saint Michael's College

Job Description

Job Title: Coordinator of Academic Programs

Work is often performed in a typical office environment requiring:

- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- Ability to adjust focus quickly
- Ability to lift up to 25 pounds

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:

- May be contacted after works and on weekends in the event of an IT emergency
- Some weekend and evening hours (semester openings, incidence based and as requested)

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.