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| JOB TITLE: | IT Manager |
| DEPARTMENT: | Information Technology |
| SUPERVISOR: | VP for Strategic Management |
| FLSA STATUS: | Exempt |

MAJOR PURPOSE:

The IT manager is responsible for coordinating, planning, and leading technology related activities. Under direct supervision of the VP for Strategic Data Management, this position supports the IT needs and is responsible for implementing various computer systems to fulfill information systems requirements. Ensures the secure and effective operation of all computer systems, classroom a/v, related applications, hardware, and software. Supervises IT Tier I and II IT technicians, identifies opportunities for team training and skills advancement.

Work hours: Full time, 40 hours a week, 8 hour shifts varying between 7:00 AM and 7:00 PM, Monday through Friday, as well as flexibility to work outside of standard work hours, including weekends. This position is a minimum of 80% in person, on campus.

The pay range for this position is generally: \$65,000-\$80,000 per year. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

ESSENTIAL DUTIES:

- Manage IT staff by training employees, communicating job expectations, and monitoring performance.
- Guide the activities of the help desk to ensure the IT needs of users are met.
- Monitor daily operations, including server hardware, software, and operating systems.
- Oversee and determine timeframes for major IT projects including system updates, upgrades, migrations and outages.
- Coordinate technology installations, upgrades, and maintenance.
- Test, troubleshoot, and modify information systems so that they operate effectively.
- Evaluate technology risks in order to develop a network disaster recovery plan and backup procedures.
- Develop and implement IT policy and best practice guides.
- Analyze business requirements by partnering with key stakeholders to develop solutions for IT needs.
- Remain up to date with advances in technology and industry best practices.
- Other duties as assigned.

QUALIFICATIONS:**EDUCATION/CERTIFICATIONS:**

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field preferred or equivalent experience

REQUIRED KNOWLEDGE/EXPERIENCE:

- 2-5 years of experience working in IT management

- Excellent working knowledge of computer systems, security, network, systems administration, databases, classroom a/v systems, data storage systems, and phone systems
- Firm grasp on IT infrastructure and operations best practices

SKILLS/ABILITIES:

- Detail-oriented individual with strong organizational support skills
- Interpersonal communication skills to interact with students, faculty, vendors, other University departments and the general public
- Organization skills with attention to accuracy and detail
- Self-motivated and able to work with others with minimal supervision
- Desire to lead and train and willingness to be mentored and developed in leadership
- Strong critical thinking and decision-making skills
- Strong troubleshooting and problem-solving skills
- Excellent project management skills and strong ability to prioritize

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of William Jessup University as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 20 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

Employee Signature

Date