

desktops and printers, and multimedia provisioning and technical support of classroom technology.

4. Duties and Responsibilities.

(List essential functions (primary duties) of the position.)

- a. Supervision of the Sales & Support Services staff including help desk, computer sales, PC support, hardware repair, and classroom multimedia staff.
- b. Providing short to intermediate-term planning for information technology with shared responsibility for long-term planning with other directors and the CIO.
- c. Scope of information technology responsibilities includes the ITC Help Desk; ITC Computer Store cost-recovery hardware and software resale operation; maintenance and repair of campus departmental computing equipment through a recharge system; development and management of classroom instructional technology in Registrar-controlled classrooms; technical support, product analysis and testing, and on-site Helpdesk trouble-shooting and resolution for desktop computer hardware and software; desktop security; and co-management of the ITC computerized departmental accounting system including central inventory, order processing, and billing functions.
- d. Contributing at executive and operational levels to the formulation and implementation of information technology solutions required to meet current and future needs of MSU, including the ongoing development with ITC leadership of the vision for information technology at MSU.

5. Work areas or assignments.

(Describe areas over which the employee exercises independent authority, judgment, initiative and discretion)

- a. Decisions and work performed by this position have budgetary, technology direction, and scheduling impacts on IT projects, programs, and services of the department, division, and University.
- b. This position interacts daily with MSU faculty, staff, administration, and students to provide products and develop and provide services requested by the user community and to facilitate problem resolution.
- c. The director frequently interacts and negotiates with IT vendors on behalf of MSU-Bozeman to acquire best-possible pricing and favorable terms and conditions.
- d. Less frequent contact is made with state government IT employees, members of the Bozeman community, and IT staff from other universities in response to requests for assistance or information relative to IT programs or services.

6. Extent to which the person in this position is responsible for:

- developing & implementing policies
- establishing goals for the work unit and/or University
- control of personnel use, equipment and/or funds

The position has shared responsibility for the development of information technology policies as they relate to desktop computer security and standards for hardware and software. The position works with the IT advisory committees as a part of the policy approval process. A critical function of this position is the establishment of goals for IT projects and programs as they relate to ITC and MSU. The position establishes long-term goals in collaboration with the CIO, ITC Directors, and the IT advisory committees.

The position is responsible for 16 full-time employees and 5 part-time student employees, with an approximate annual operating budget of \$3.9 million in designated accounts and \$650,000 in a state account. The position controls approximately \$450,000 in computer-related assets installed in technology-enhanced classrooms.

This position has full authority to speak and act on behalf of those ITC projects and programs under his or her direction. The director may speak on behalf of ITC, the division, or University under the guidance of the CIO or appropriate level division/University administrator.

7. Minimum educational and experience requirements for the position.

(Include specialized training or supervisory experience required, as well as applicable professional certification or licenses.)

Bachelor's degree with five years of relevant, progressively responsible management experience.

8. Required and Preferred Qualifications

("Required qualifications" refers to the minimum and "must have" education and experience standards for an applicant to be considered. "Preferred qualifications" refers to standards that will improve an employee's ability to perform the duties and responsibilities of the position and enhance their performance.)

Required Qualifications:

Bachelor's degree with five years of relevant, progressively responsible management experience.

Excellent interpersonal, communications, organizational, and negotiation skills.

Experience in managing enterprise-wide information technology services and staff.

Preferred Qualifications:

Advanced degree or equivalent professional experience.

Direct, successful experience managing a business.

9. Knowledge, Skills and Abilities.

(Focus on results-oriented accomplishments, i.e. skill in use of Microsoft software; ability to work cohesively and productively in a team-oriented environment; knowledge of MSU policies and procedures. etc.)

The ability to manage and develop technical and staff support skills that will allow diverse groups of people in the Division to function as a team, working towards shared goals, where individual efforts complement group efforts.

Thorough knowledge of retail business and accounting practices; a general working knowledge of personal computer hardware components and software technology in the business and computing environment; a general working knowledge of audio visual technologies and computer security best practices.

Contemporary knowledge of product development, evaluation, and marketing cycles and practices relating to the computer industry.

The ability to communicate effectively with a variety of clientele, orally, and in writing.

The ability to foster a clear understanding of a customer service driven enterprise.

Must be skilled in customer orientation, and able to engage others in the Division in accepting and developing a customer orientation in all aspects of the operation.

10. Additional Information

(List any unusual requirements for the position such as: repetitive movements; extensive standing or sitting; lifting requirements; possess or have the ability to obtain a Montana Drivers License, etc.)

