

committees.

4. Duties and Responsibilities.

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

Strategic Planning and Analysis

Provides strategic planning and analysis and develops and coordinates operational solutions across ITC

- Leads strategic planning efforts to align ITC strategic execution with MSU vision
 - Coordinates and reports progress on strategic planning initiatives
 - Plans organizational design, financial solutions, and business processes to support IT strategy
 - Coordinates implementation and monitors strategic developments
- Monitors organizational business effectiveness
 - Identifies, researches, and advises on improvements in organizational effectiveness, productivity
 - Monitors and advises on organizational business continuity and risk exposure
 - Coordinates, monitors, and reports on implementation of operational improvements
- Coordinates cross-unit strategic planning, projects, and initiatives as assigned
 - Coordinates and develops strategic and operational business planning, reporting, and monitoring
 - Provides consultation, guidance, and implementation support in change management
 - Provides project management on cross-unit initiatives
- Performs other strategic planning duties as assigned

Financial Management

Provides consistent oversight and management of finance and accounting practices across ITC

- Directs financial analysis, management and reporting
 - Provides inter-unit and cross-unit financial analysis and budget reporting to CIO
 - Drives improvements in financial management and reporting of capital plan and central budgeting
 - Develops financial reports for internal and external use
 - Evaluates and advises on the financial impact of long-range planning, introduction of new programs/strategies and regulatory action.
 - Collaborates with management team to identify financial needs financial solutions to meet business objectives.
- Manages capital plan and central budget
 - Manages the IT Infrastructure Replacement financial management program, managing capital financing and cash flow to maintain and ensure financial soundness.
 - Collaborates with other directors on finance plans and decisions impacting central budgets and capital plan
 - Ensures financial soundness of ITC capital infrastructure program and operational budgets
- Oversees accounting practices, budgeting, and reporting
 - Directs accounting staff in developing inter-unit budget status and custom reporting
 - Works with CIO to develop central budget and with directors to develop unit budgets as needed

- Forecasts, develops, and coordinates departmental budgets; oversees the preparation of financial status reports and specialized analyses; evaluates and reports organizational fiscal performance; recommends business and operational changes to improve financial soundness.
- Oversees, develops, and monitors department-wide accounting, contracting, auditing and budgeting systems, policies, practices and procedures.
- Participate in the design and implementation of integrated information systems to support the full range of ITC's business activities.
- Interfaces with MSU and campus entities on finance matters
 - Provides budget and financial information to MSU Budget Office
 - Provides finance and billing information for affiliate campuses and OCHE as needed
- Performs other financial duties as assigned

Human Resource Management

Provides consistent oversight of HR management, practices and administration across ITC

- Develops and, with a high degree of personal discretion, oversees human resource services such as recruitment, employee relations, and conflict resolution for a large, diverse staff consisting of technical, professional, and administrative support personnel.
 - Formulates and implements department-specific personnel policy, procedures, and management guidelines.
 - As the official agent of ITC, work closely and independently with Personnel & Payroll Services and Human Resource/Affirmative Action offices to ensure compliance with all relevant state and federal employment laws; state, federal, and university personnel policies and procedures; and applicable bargaining unit agreements.
 - Supervises administrative-level HR support
 - Ensures proper processing and record-keeping of HR employment and recruiting transactions
- Advises on HR practices across ITC
 - Provides strategic-level HR expertise to CIO and directors on HR management best practices and recommends improvements in personnel management, recruitment and retention
 - Provides consultation to, and advises ITC senior management on, human resource matters including compensation, classification, staff training and development, progressive discipline, and terminations.
 - Collaborates with unit directors to implement HR solutions to business objectives
 - Leads senior management in developing and analyzing staffing plans and salary budgets.
- Assists CIO in compensation and equity management
 - Reviews and advises on employment actions, e.g. pay adjustments, progressions, job changes
- Advises on workforce development and organizational structure to meet business objectives
 - Identifies, researches, and advises on organizational design and effectiveness improvements
 - Acts as resource on organizational development and best practices
- Performs other HR-related duties as assigned

Administrative Services Management

Manages and ensures effectiveness of internal and external administrative services

- Manages faculty administrative services (exam scoring, course evaluation processing)
 - Supervises faculty evaluation and test scanning services

- Ensures prompt and accurate customer service and continuity
- Manages internal and external technical communication services
 - Supervises staff providing communication services
 - Manages ITC web site maintenance
 - Manages coordination, development and delivery of technical training
 - Develops content and manages delivery of ITC marketing communications
- Manages internal administrative support
 - Supervises administrative office staff
 - Ensures effective administrative support to ITC directors and staff
 - Provides administrative support for facilities management, event coordination, travel and supplies management and other administrative duties as requested

5. Work areas or assignments.

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

- a) This position is under the general direction of the Chief Information Officer who provides primarily strategic-level input. Most activities are self-generated from position responsibilities. This position exercises broad discretion in the integration of departmental goals and policies, code and statutory requirements, professional practice and ethics.
- b) This position plays a strategic role in the efficient management of human, fiscal and physical resources to provide information technology services and resources, which support the mission of the university.
- c) This position has full authority to speak and act on behalf of those ITC projects and programs under his or her direction and may speak on behalf of ITC, the division, or University under the guidance of the CIO or appropriate level division/University administrator, often communicating with the University's IT advisory councils on fiscal or operational matters.
- d) This position has broad discretion in exercising independent judgment and initiative over financial management, working with state agencies to justify and defend budgets and operational procedures and with federal representatives for grant compliance. Communication skills are often used to exchange abstract ideas, defend, change/persuade, or deliberate fiscal issues and operational changes.
- e) This position has broad discretion in exercising independent judgment and initiative over human resource management, communicating and working closely with the central Personnel and Affirmative Action departments to ensure compliance with state and federal law, University policy, and collective bargaining agreements.
- f) This position works independently, exercising initiative and discretion, with various union representatives, staff, finance, and HR professionals from the four MSU campuses to share ideas, resolve problems, recommend policy, procedure, and program changes and implementation plans.

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

Policy development and implementation:

- a) Coordinates and participates in formulating policies, priorities and goals for ITC operations.
- b) Has independent responsibility for analyzing and developing departmental fiscal management and human resource policies, standards, and guidelines.
- c) Shares responsibility with the other ITC senior managers for formulating and implementing related changes.

Establishment of goals for the unit and University:

- a) Has independent responsibility for establishing the short- and long-term goals and objectives for the financial, human resource, and administrative support services.
- b) Has independent responsibility for establishing the short- and long-term goals and objectives for the University IT administrative services including course evaluation processing, exam scoring, and campus switchboard and directory services.
- c) Collaborates with the other ITC senior managers in establishing the long-term goals and objectives for ITC.

Control of personnel use, equipment and/or funds:

- a) Manages the activities of 6 FTE including the Accounting Supervisor and two accountants, HR Administrator, and two administrative staff members.
- b) Develops guidelines, policies, and practices governing the formulation, analysis, and execution of multi-million dollar budgets spanning multiple cost-recovery business units, retail and service operations, and centrally funded University services.
- c) Manages and ensures the financial soundness of a roughly 2-million dollar multi-campus capital investment program to fund enterprise-wide IT infrastructure.
- d) Decisions affect the department's allocation of funds and resources and the ability to maintain IT infrastructure and cost effective IT services and operations for the university.

7. Minimum educational and experience requirements for the position.

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

- a) Bachelor's Degree in Business or related field with professional certification in human resource management, or equivalent combination of education and experience.
- b) Broad range of experience with IT fields including general knowledge of IT infrastructure, information systems, applications and services, sufficient to understand, analyze, and explain IT business needs and objectives.
- c) Knowledge of a diverse range of business activities, such as budgeting, accounting, purchasing, contracting, capital planning, inventory management, asset management, staffing and human resource

management.

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.)

- a) Master's in Business Administration or Public Administration preferred.
- b) A record of progressively responsible business management experience involving both fiscal and personnel management responsibilities.
- c) Experience in strategic business management and planning
- d) Experience in organizational change management

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.)

- a) Demonstrated competence in the development, analysis, and execution of complex budgets.
- b) Demonstrated success in personnel management, supervision, and resource allocation.
- c) Demonstrated competence in the design and/or use of integrated computerized financial software systems as well as spreadsheet, database, word-processing, and electronic communication software.
- d) Demonstrated excellence in oral and written communication with the ability to present, persuade, defend and gain support for departmental issues.
- e) Demonstrated excellence in leadership and facilitation of cross-functional workgroups and committees comprised of diverse constituents often with conflicting objectives and priorities.
- f) Demonstrated knowledge of organizational development and design.
- g) Analytical and critical thinking skills to identify and assess potential opportunities to enhance the operational effectiveness of an organization.
- h) Proven ability to engage in and resolve conflicts.
- i) Ability to understand and analyze complex issues and information relating to business environments; ability to act on knowledge, experience and analysis to support and enhance functional and organizational strategies.
- j) Demonstrated commitment to diversity and the ability to establish and maintain excellent working relationships with a diverse student body, faculty, staff and community.

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.)