

Job Description

Position Title: Manager, Information Technology

Job Group: Information Technology

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The IT manager is responsible for providing technical leadership and project management duties. They will coordinate and manage major college IT projects, implementations, reporting, and meeting requirements.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages a team of individuals through support activities and support related projects, updates, upgrades, etc. Guides them with numerous processes and assists them in developing their skill sets
2. Supports systems consolidated within the data centers. Must assist with ensuring maximum system up time for all systems within the enterprise
3. Provides support for systems and services provided in the federated environment
4. Advises on system management issues
5. Answers inquiries and helps solve problems logged by systems personnel, expedite and coordinate repairs to systems
6. Reacts to change productively, work with very minimal supervision and handle other tasks as assigned
7. Configures, installs, tests, analyzes, and maintains equipment and services
8. Reviews status and performance of all systems maintained by assigned department.
9. Develops and implements standard operating procedures
10. Provides leadership and works with the PCC IT leadership team to provide technical advice and direction
11. Carries high-level project specifications to completion and provides progress reports on activities
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems
2. Knowledge of project management principles, processes, and techniques
3. Skill in budget/resource management

4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to adapt to a rapidly changing technical environment
9. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.
- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Information Technology or a closely related field of study required.
- Master's degree in Computer Science or a closely related field of study preferred.
- Three (3) to Five (5) years of related experience required.
- Five plus (5+) years of related experience preferred.

- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- On-call rotation duties