

Job Description

Position Title: Manager, IT Asset Management

Job Group: Information Technology

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Manager, IT Asset Management administers IT funding from the College Academic and Administrative budget. Develops computer and software standards. Works with IT vendors to purchase hardware, software, and devices. Coordinates computer lifecycle replacement and management. Oversees computer and device inventory for online classes. Handles Enterprise Software license and software maintenance renewals. Supervises, schedules, monitors, and evaluates staff.

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. Provides management for college academic and administrative IT budget. Develops computer lifecycle and software standards.
2. Meets with IT vendors to discuss software licenses, cost, hardware, audiovisual equipment, issues, and new products.
3. Purchases and installs IT hardware and software. Ensures completion of work orders in the IT ticket management system.
4. Reviews software agreements and software maintenance renewals. Inputs license agreements into license management application system.
5. Serves as account manager for the Blackboard student support contract. Manages call quality, accounts, and contract service level agreements for IT Enterprise Systems.
6. Supervises, schedules, evaluates, and monitors exempt staff. Monitors support ticket workload.
7. Supports employees purchasing laptops, printers, and software for classroom or home based instruction.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
2. Skill in budget/resource management
3. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills

4. Skill in project management principles, processes, and techniques
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in positive, productive and flexible customer service
7. Ability to adapt to a rapidly changing technical environment
8. Ability to work with independently as well as in a team environment
9. Skill in people leadership and supervision

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

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.

Minimum Qualifications:

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

- Bachelor's degree in Information Technology Systems or a closely related field of study required.
 - Master's degree in Asset Management or a closely related field of study preferred.
 - Three (3) to five (5) years of related experience with IT services.
 - 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 an 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