 **Director, Information Technology Standard Job Description**

**Classification Title:** Director, Information Technology

**FLSA Exemption Status:** Exempt

**Pay Grade:** Commensurate

**Job Description Summary:**

The Director of Information Technology, under direction, plans, organizes, and directs the operations of the Information Technology group.

**Essential Duties and Tasks:**

**40% Leadership and Management**

* Plans, organizes, and directs operations of Information Technology infrastructure services.
* Supervises IT project teams and IT support personnel.
* Develops and maintains a strategic plan for IT services in coordination with leadership and stakeholders.
* Manages training and professional development activities for IT staff.
* Provides consultation support to faculty and staff in the use of various information systems technologies.

**20% Operational Oversight and Compliance**

* Ensures IT infrastructure systems are operating correctly and oversees troubleshooting and repairs.
* Monitors and reviews procedures to ensure compliance with applicable laws and policies.
* Oversees the maintenance and review of business continuity and disaster recovery plans.
* Develops and reviews budget recommendations for IT installations and operations.
* Coordinates IT maintenance activities and management issues.

**10% User Support and Documentation**

* Provides ongoing performance feedback and goal-setting for staff.
* Documents all procedures and processes in a common knowledge base repository.
* Delivers consultation support to users regarding desktop software applications.
* Implements continuous improvement cycles through the development and maintenance of documentation.

**10% Communication and Collaboration**

* Coordinates communication with users to foster trusted relationships.
* Participates in training and professional development sessions.
* Communicates effectively with executive leadership and customers regarding operational status.
* Collaborates with colleagues to identify opportunities for process automation.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree in Computer Science or equivalent combination of education and experience.
* Ten years of related experience. Two years of supervisory experience

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively others.

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**