**IT Manager II Standard Job Description**

**Classification Title:** IT Manager II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 71

**Job Description Summary:**

The Information Technology (IT) Manager II, under direction, routinely manages large and complex IT project operations. Performs limited specialized, technical duties.

**Essential Duties and Tasks:**

**40% Team Leadership and Development**

* Leads, motivates, develops, and coaches multi-disciplined technical staff.
* Models and enforces ethical, regulatory, and performance standards.
* Recruits, hires, and supervises large project teams staffed with multi-disciplined technical staff.
* Oversees and manages personnel issues.
* Facilitates conflict resolution among team members and customers.

**20% Project Management and Coordination**

* Uses established project management protocols to lead the planning, execution, and successful completion of large IT projects.
* Facilitates the analysis of project needs, risks, and recommended solutions.
* Directs the development of project or task plans, resource estimates, and schedules.
* Coordinates activities with the management of other organizational units and vendors.
* Directs the preparation of project documentation and reports for clients and management.

**10% Customer Support and Relations**

* Maintains close and collaborative working relationships with stakeholders, customers, and vendors.
* Serves as a technical resource for other staff members.
* Develops, directs, and writes protocols, procedures, and knowledge base articles related to service desk operations.

**10% Continuous Improvement and Compliance**

* Implements continuous improvement methodologies to include corrective actions.
* Monitors and analyzes operations metrics.
* Participates in training and professional development with a special emphasis on leadership development and project management.

**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 or equivalent combination of education and experience.
* Five years of information technology experience which includes two years of team / project leadership.

**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**