**IT Manager III Standard Job Description**

**Classification Title:** IT Manager III

**FLSA Exemption Status:** Exempt

**Pay Grade:** 72

**Job Description Summary:**

The Information Technology (IT) Manager III, under general direction, deploys and manages multiple large and complex IT projects or operations in support of enterprise level strategy. Performs limited specialized technical duties in support of enterprise-wide computing projects or operations.

**Essential Duties and Tasks:**

**40% Leadership and Team 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 technical staff.
* Oversees and manages personnel issues.
* Identifies and facilitates opportunities for staff to develop knowledge and skills.

**20% IT Policy and Project Management**

* Leads and coordinates the development of IT policies and procedures to ensure compliance with regulatory requirements.
* Helps manage IT project portfolios to align with strategic goals and objectives.
* Directs the analysis of project needs and risks, recommending solutions.
* Oversees the preparation of project documentation and reports for clients and management.
* Implements continuous improvement methodologies to include corrective actions.

**10% Strategic Partnerships and Customer Relations**

* Maintains close and collaborative working relationships with stakeholders, customers, and vendors.
* Acts as a departmental liaison with vendors and customers.
* Researches software and hardware solutions to provide guidance for internal and external customers.

**10% Monitoring and Compliance**

* Monitors and analyzes operations metrics.
* Conducts routine monitoring of support tickets and audit logs.
* Participates in training and professional development sessions.

**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.
* Seven years of information technology experience which includes four 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**