**IT Manager IV Standard Job Description**

**Classification Title:** IT Manager IV

**FLSA Exemption Status:** Exempt

**Pay Grade:** 74

**Job Description Summary:**

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

**Essential Duties and Tasks:**

**40% Leadership and Staff Development**

* Leads, motivates, develops, and coaches multi-disciplined and more senior technical staff.
* Models ethical, regulatory, and performance standards.
* Recruits, hires, and supervises large project teams staffed with multi-disciplined technical staff.
* Oversees and manages personnel issues.
* Participates in training and professional development with an emphasis on leadership and management.

**20% Project Management and Execution**

* Establishes project management protocols to lead the planning, execution, and successful completion of large IT projects.
* Directs the analysis of project needs and risks and recommends solutions.
* Directs activities of large project teams and manages their tasks, schedules, and resources.
* Oversees project documentation and reporting for clients and management.
* Implements continuous improvement methodologies to include corrective actions.

**10% Stakeholder and Vendor Relations**

* Maintains and develops close, collaborative working relationships with stakeholders, customers, and vendors.
* Acts as a liaison with system administrators for system debugging and modifications.
* Coordinates with other organizational units and vendors to support project activities.

**10% Operations Monitoring and Compliance**

* Monitors and analyzes operations metrics to ensure effective service delivery.
* Oversees technical duties in support of large project teams' operations.
* Approves and coordinates documentation provided to customers.

**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.
* Ten years of information technology experience which includes five 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**