**M6: Level Standards**

**GENERAL ROLE**

This level is accountable for providing management of a small- to moderate-sized office or department charged with providing a variety of cross-disciplinary services. Incumbents should generally have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees

Incumbents:

* Modify practices and procedures to improve efficiency and quality of services delivered by subordinate staff.
* Ensure policies and procedures are followed and functions are carried out efficiently and correctly.
* Are accountable for setting goals and objectives for staff members to achieve operational objectives and service standards.
* Distribute work and monitor workload among staff.
* Evaluate and monitor the accuracy, quality, quantity, and timeliness of services and activities.
* May develop/enhance processes and procedures to improve efficiency or effectiveness of services, as a means to fulfill departmental or office initiatives.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by departmental policy and procedures.
* Understands the smallest details of an assigned area.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of staff.
* Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
* Variables affecting the problem are generally known.

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together.

**SCOPE AND MEASURABLE EFFECT**

* Serve as a manager of a moderate-sized department or office charged with carrying out cross-disciplinary tasks or functions
* Actions regularly affect a department or an office-centric outcome with departmental impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Actions may have high-risk compliance or safety implications.
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Manages Information Technology (IT) professionals accountable for providing domain competency and technical support for an IT area of specialty or a small-sized IT team within a University department. Oversees and provides advanced analysis and assessment, and recommends technology solutions.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the direction of a manager or director.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Schedules, assigns, oversees, and reviews the work of staff.
* Provides staff training and assistance.
* Determines priorities and plans team work.
* Establishes and maintains unit workflow.
* Acts as the liaison between other IT departments and external customers.
* Evaluates and recommends new strategies and technologies.
* Oversees upgrades to systems, applications, networks, and hardware.
* Works with IT staff to identify and resolve system errors.
* Implements new systems.
* Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to the hardware, software, or procedures related to the systems.
* Works with vendors and management to develop or enhance products.
* Ensures the availability of assigned services or systems.
* Facilitates the installation, upgrade, and maintenance of technology with the team and other senior technical personnel.
* Support the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associates degree
* Six years of related experience

OR

* Bachelor’s degree
* Four years of related experience

OR

* Eight years of related experience

AND

* One year of experience overseeing large projects or in a supervisory capacity over a small unit

**COMPETENCIES**

**Knowledge of:**

* In-depth technical knowledge and the ability to design and support information technology services in a multi-tiered environment.
* Knowledge of system analysis, design, development, and programming

**Skill in:**

* Common productivity software suites such as MS Word, Excel, Visio
* Planning, prioritization and organization of assigned tasks
* Troubleshooting and critical thinking
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Provide technical training and guidance to less technical users and peers.
* Apply active listening to understand problems and communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Prepare clear documentation in the form of standard procedures and processes, physical and logical network diagrams in both written and graphical electronic format
* Actively investigate, learn and apply new skills and technologies.
* Maintain the confidentiality of information and professional boundaries