

UNIVERSITY OF ARIZONA
DEPARTMENT OF HUMAN RESOURCES
CLASSIFIED STAFF EMPLOYEE JOB DESCRIPTIONS

JOB CODE: 73061

TITLE: Information Technology Manager, Senior

IT PAY BAND: B14

FLSA: Exempt

Purpose of Classification:

Defines, plans, organizes, and manages the activities, mission and operational priorities of a mid-sized Information Technology (IT) unit.

Distinguishing Characteristics:

This is second in a series of three classifications. It is distinguished from the Information Technology Manager which supervises the activities of assigned IT staff. It is distinguished from the Information Technology Manager, Principal which defines, develops and directs the mission and operational priorities of an IT unit that may include one or more IT managers or supervisors and/or advanced level technical staff.

Example of Duties:

- Defines unit's mission, scope, operational priorities, standards and policies. Develops implementation plans including milestones and performance metrics. Recommends actions to improve work flow, simplify operational and reporting procedures and improve performance standards.
- Manages, plans, and organizes the work of assigned information technology staff; monitors workload, deadlines, goals and progress.
- Plans, organizes and directs teams involved in large/complex information technology projects. Directs and coordinates all aspects of the project.
- Conducts analysis and provides significant input into policy and procedure development and strategic planning decisions. Evaluates emerging technologies; identifies and procures hardware, software, and other necessary resources.
- Develops budget and ensures program expenditures adhere to approved budget. Maintains work, time and cost records. Writes status reports, including conclusions and operational recommendations.
- Communicates with users and senior management to determine policy, address concerns, and resolve operational issues. Negotiates working agreements, represents unit interests and coordinates operations with other organizational entities.
- Guides staff concerning highly complex technical and operational questions and performance expectations; develops and implements training system to develop staff technical and/or management skills.

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Knowledge, Skills and Abilities:

- Knowledge of management practices, principles and techniques.
- Knowledge of the principles, practices and techniques of providing computing services in an academic environment.
- Knowledge of current computer hardware, software and emerging technologies.
- Skill in establishing and maintaining standards, policies and operational effectiveness of information technology staff.
- Skill in analyzing and improving operational efficiency.
- Skill in strategic planning, and analyzing and defining policy and procedure objectives.
- Skill in managing projects, including development and management of budget.
- Skill in managing the work of others, including leading and motivating technical staff.
- Ability to communicate effectively verbally and in writing.

Minimum Qualifications:

- Eight years of progressively responsible information technology experience including two years of supervisory experience; OR,
- Bachelor's degree in Management Information Systems or a related field AND five years of information technology experience which includes two years of supervisory experience; OR,
- Any equivalent combination of experience, training and/or education approved.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

Prepared: 05/01/09