Sul Ross State University

Position Description

Official Title: Director of Technical Services   **Job Code:** 1280
Salary Group: Unclassified (12)

Summary

Function: Manage direct reporting staff and additional student staff. Evaluate existing technologies, identifying strengths, problem areas, and developing plans for improving performance. Asses technical risk and devises mitigation plan.

Scope: Responsible for all Sul Ross State University campuses

Duties: Manage direct reporting staff and additional student staff. Evaluate existing technologies, identifying strengths, problem areas, and developing plans for improving performance. Asses technical risk and devises mitigation plan. Participates in designing and implementing university business continuity and disaster recovery. Evaluates new technology and tools as opportunities for innovation and development excellence. Meet with users to determine quality of service and identify needs. Participate on non-technical committees and represent the status of technical projects in language that academic and administrative staff can easily understand. Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times.

Non-Essential: Performs additional job-related duties and responsibilities as requested.

Position is Security Sensitive.

Required to follow and abide by the University's security policies and procedures. Will be required to work periodically outside of normal business hours. Additional responsibilities as directed by the supervisor consistent with rank and position.

Supervision

Received: Reports to the Chief Information Officer

Given: Technical Services staff including student workers

Education

Required: Bachelor's degree in Computer Science or related field

Preferred: Master's (or Higher)

Equipment/Skills

Required: Excellent communication and writing skills; Ability to work as a team leader; Demonstrable experience in virtualization platforms (ideally VMWare), Microsoft and Linux server environments, Microsoft Active Directory and Exchange, wired and wireless network design, VOIP telephony, desktops and their operating systems and project management.

Preferred: Experience in project management; Information Technology career history showing progressively responsible positions. Direct experience with Juniper, Xirrus, and Barracuda network products. Demonstrable experience with ITIL. Experience with Banner ERP is a plus.

Working Conditions

Usual: Position is Security Sensitive. Required to follow and abide by the University's security policies and procedures. Will be required to work periodically outside of normal business hours. Additional responsibilities as directed by the supervisor consistent with rank and position.

Special:

Any qualifications to be considered in lieu of stated minimums require the prior approval of the Human
Resources Director.

Date revised: October 2019