Position Description

Job Title: Director for Information Technology

Department: Operations

Hire Date: February 1, 2020

FLSA: Exempt

Work Location: Louisiana Campus

Employee Category: Administrative Staff

Work Schedule: M-F, Schedule Varies

Reports to: Assistant Vice Presidents for Information Technology, Operations and Services

Percent Employment: 100%

Direct Reports: Information Technology Staff

I. Job Summary:
Provides leadership and direct oversight of all functions related to Information Technology (IT). Management and mentorship of IT subordinates. Day-to-day execution, monitoring and management of end user escalations. Locations include campus wide buildings, off-campus leased space, campus research facilities, and other VCOM campuses. Responsible for life cycle management, maintenance and inventory control of all technology assets. Daily management and systems administration of physical/virtual information systems. Responsible for contract management, negotiations, and SLA oversight as acting liaison with various contractors and institutional partnerships. Oversight of service operations including incident management, request fulfillment, problem management, and access management. Project management in coordination with continual service improvement (CSI). Governing VCOM and affiliated information security policies and acceptable use guidelines. Manage and maintain IT budgeting, in coordination with senior administration.

II. Job Duties:
1. Project Management: The ability to apply knowledge, skills, tools and techniques to meet project requirements. Prepare and monitor budgets, supervise personnel and executive approved plans of action based on knowledge and best practices.

2. Systems Administration:
   - Apply system patches and upgrades to operating systems and applications software.
   - Monitor and tune system performance.
   - Develop, implement and enforce security systems, tools and methodologies and monitor system logs.
   - Install and repair a wide range of system hardware.
   - Install and manage a wide range of applications software.
   - Develop, implement and test backup/recovery systems and disaster recovery procedures.
   - In coordination with the Director of Account and Identity Management, assist with user accounts including authentication and authorization.
   - Configure, manage and trouble-shoot network services.
   - Troubleshoot, diagnose and repair system problems.
   - Document system configuration and changes.
• Provide strategic direction for investment in system infrastructure.
• Develop system specifications and budget requests for system infrastructure.
• Accurately maintain inventory documentation for server infrastructure.
• Manage software licensing for server systems.
• Provide printer, CCTV and Microsoft Hyper-V support.
• Manage EMC storage, VOIP and Unified Communication Systems (UCS).

3. **End-User Support:**
   • Supervise and manage the system administration and IT support staff to include providing assistance and mentorship.
   • Provide supervision and direction for the following areas: procurement, deployment, security, user account management, system/application administration, license compliance, inventory control/documentation and end-user support for domain and BYOD assets.

4. **Research:**
   • Research, test, analyze, recommend and implement new and developing technologies and best practice methodologies to improve systems administration (security, robustness and reliability).
   • Ensure the consistency and maintainability of existing applications and audit standards/procedures for implementing technical solutions.
   • Research known security threats to proactively protect systems from those threats.
   • Provide strategic direction for system-wide security.
   • Collaborate with university affiliates, security experts and organizations.

5. **Other:**
   Perform other duties as assigned.

III. **Required Qualifications:**
• Education: AS in Computer Science
• Licensure or certification: N/A
• Experience: Windows systems administration experience, Microsoft RSAT, ITIL best practice methodologies and fundamental understanding of CISSP practices.

Skills required for the position include: Strong communication and interpersonal skills and the ability to interact respectfully and comfortably with all individuals in a diverse multicultural environment.

**Successful candidate will be subject to a criminal history background check.**

IV. **Working Conditions and Efforts:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Physical demands: While performing the duties of this job, the employee is occasionally required to sit; use hands and vision for office equipment such as computers; talk or hear; moderate telephone usage. The employee must occasionally lift and/or move up to 50 pounds, frequent walking, bending, reaching and standing.

Work environment: Office environment. Outside travel required 5% of time. The noise level in the work environment is usually minimal.

This position is classified as an exempt position because it requires that the candidate/employee exercise independent judgment and discretion regarding matters of significance.

V. VCOM Core Values: The employee is expected to adhere to all VCOM polices. As the environment is a professional college, the VCOM faculty/staff are expected to dress and behave in a professional manner at work. The VCOM faculty/staff are also expected to as a VCOM employee to be a person who follows all laws and professional expectations of an upstanding citizen of the community. VCOM expects all employees to maintain a positive attitude in all working relationships with all VCOM departments, employees, medical students, prospective medical students, interns and residents and to treat all others engaged in the duties of the employment, with mutual respect.

I have read and understand this explanation and job description. I also understand that the job duties and description or the existence of the need for the position may be changed at any time as required by the College where growth of the institution or change in direction of the institution may change the duties of my department or the need for the position.

I am notified that the College is an equal opportunity employer and does not discriminate on the basis of age, sex, sexual orientation, ethnicity, religion, or disability.

I have been made aware of the College’s most recent campus safety report, the location of the college policies and procedures document, and the appropriate handbook for my position. I recognize my responsibility to be aware of the policies and procedures and I am in agreement to follow the policies and procedures as written.

The employee is expected to adhere to all VCOM polices. VCOM faculty/staff are to maintain a positive attitude in all working relationships with all VCOM departments, employees, medical students, prospective medical students, interns and residents.

I have read and understand this explanation and job description. Job description may be changed at any time.

Employee Signature: ___________________________ Date: ________________
Approvals:

Immediate Supervisor: ___________________________ Date: ______________

Division Officer: ___________________________ Date: ______________

Dean: ___________________________ Date: ______________

President/Provost: ___________________________ Date: ______________