

JOB INFORMATION

Effective Date	6/7/2022
Job Code:	3923
Job Title:	Dir, Academic Technology/Support Services
Salary Grade/Structure:	009 - Computing
Career Level Name:	M3 - Middle Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	This position is responsible for the leadership and direction, technical infrastructure and implementation of all academic technologies including; all computer labs, classrooms technology, Audio Visual (AV) technology, and Technical Services. Responsible for coordinating academic IT support across the university with other support departments, manages and directs UHCL's information technology support operations, ensuring efficient and effective academic and administrative customer support. This position is responsible for the desktop support team accountable for the enterprise desktop infrastructure and all application integrations that are utilized across campus.

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree	Degree in Business Administration, Information Technology, or a related discipline.	Required	
Master's Degree	Degree in Business Administration, Information Technology, or a related discipline.	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Considerable	Minimum five years of experience in client services and academic technology support. At least two years of experience supervising, mentoring, and developing staff.	Required	
Considerable	Seven years of management experience in a university or corporate end user support environment including; evaluating and recommending multi-media technology for classroom instruction, configuration, rollout, and support of lab computers in university or corporate environment.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	IT Infrastructure Library (ITIL) certification or HDI or any IT Support and Helpdesk certification.	Upon Hire	Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> Knowledge and experience with all aspects of IT technology in the classrooms/labs in Higher Education, Desktop and AV technology. 	Proficient
<ul style="list-style-type: none"> Expertise in computer hardware, software and peripherals. Expertise in development of media. 	Proficient
<ul style="list-style-type: none"> Ability to lead technology projects, develop and manage Service Level Agreements, meet deadlines and schedules, and provide excellent customer service. 	Proficient
<ul style="list-style-type: none"> Skill in the design of facilities for technology enhanced learning environments and the understanding of the academic learning technologies in labs and classrooms. 	Proficient
<ul style="list-style-type: none"> Proficient in latest technology for IT systems and management. Desktop technology and imaging software deployment solutions. 	Proficient
<ul style="list-style-type: none"> Must have strong analytical and problem-solving skills. 	Proficient
<ul style="list-style-type: none"> Must have strong oral and written communication skills and presentation skills. 	Proficient
<ul style="list-style-type: none"> Leadership, organizational skills using a team-building and consensus management style. 	Proficient

JOB RESPONSIBILITIES

Campus Security Authority ☒

Remote Work Capable ☐

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Provide leadership and operational oversight for the university's technology classrooms, computers labs, virtual computing environments, AV services, and Technical services. Plan, implement, and manage student open computer labs, instructional computer labs, and technology-enhanced classrooms. Design and develop computer and technology laboratories that meet the needs of faculty and students. Recommend and implement services, technologies, procedures and policies that keep teaching spaces and academic computing services relevant and competitive. 	25%
<ul style="list-style-type: none"> Responsible for planning, implementing, and managing the technology support services for all UHCL campuses and satellite locations to ensure the timely and efficient delivery of technology-related services that meet the needs of faculty, staff, and students. Responsible for technology implementations, moves, renovations, classroom changes, and other initiatives to ensure appropriate technology is available for campus use. Responsible for end-user technology installation, support, maintenance, and repair to keep campus technology operational. Lead and manage the status and deliverables for all Technology Support Services projects to meet established deadlines. 	20%
<ul style="list-style-type: none"> Implement university wide technology updates and update the technology equipment for the campus. Evaluate and develop desktop computer and software replacement plans, AV technologies, acquisition, installation, and maintenance. Recommend new technologies, services, standards, accessibility standards, procedures and policies that keep Academic Computing and Tech Services relevant and competitive. Provide operational oversights for all classrooms, labs, virtual environment, AV technologies and Technical Services. Oversee and coordinate the Supported Software Initiative for the University through common imaging in key University wide departments. 	20%
<ul style="list-style-type: none"> Work with other departments to coordinate labs/classrooms support services and Technical services, special projects and special events; assist with long-range planning; develop and execute long-term technical plans and manage acquisition of appropriate equipment and services. 	10%

Essential Functions

Essential Function	% TIME
Assures technical interoperability with existing UH system technologies and compliance with technical standards.	
<ul style="list-style-type: none"> Develop classrooms/labs/tech services satisfaction survey. Set and manages expectations, standards, and protocols for problem resolution and escalation. Monitor and measures service performance. Monitor and provide guidance on and suggestions for continuous process improvement. 	10%
<ul style="list-style-type: none"> Manages the Tech Services and Academic Computing team by prioritizing time and projects, providing strategic direction and professional opportunities based on the strength of the individuals. May represent OIT through attendance and participation in university and system committees. 	10%
<ul style="list-style-type: none"> Perform additional duties as assigned. 	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description