JOB INFORMATION

Effective Date	1/20/2022
Job Code:	3902
Job Title:	Director, IT Infrastructure
Salary Grade/Structure:	008 - Computing
Career Level Name:	M3 - Middle Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	Networking & System Infrastructure
Job Summary	The Director, IT Infrastructure is responsible for the management the campus Telecommunications, Cabling infrastructure; including fiber, copper, and Internet links between campuses. This position is also the primary contact for OIT on construction, renovation, and capital planning projects and is responsible for setting and conveying specifications and standards to outside vendors. The position requires a person able to evaluate and plan for future technology acquisitions, manage the activities of a talented and highly skilled staff, work with users in developing technology infrastructure solutions, and ensure that the infrastructure technology needs of the university are fulfilled.

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	IT-related degree or Business or related field.	Required	or
Master's Degree	IT-related degree or Business or related field.	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Considerable	Best practices and management of campus Telecommunications, Cabling Infrastructure, Construction Projects and Data Center.	Required	and
Progressive	More years of experience and knowledge in AV, Facilities, Safety, and/or Security systems.	Required	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	Any Cisco, BICSI, or other industry related to infrastructure, collaboration platform and project-based methodology certification. A certification must be obtained in 18 months of employment.	within 1-1/2 Yrs	Required	or
	Project Management related, Six Sigma, Data Center or RCDD or equivalent certification.	within 1-1/2 Yrs	Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge of policy and procedures for contract negotiations for IT projects.	Proficient
• Knowledge of procedures for Telecommunications, Structured Cabling, Data Center, and Construction areas.	Proficient
• Knowledge of construction and infrastructure standards.	Proficient
• Cisco VoIP Call Manager, and related equipment configuration for infrastructure systems.	Proficient
• Support, configuration, network and infrastructure systems related Data Centers, infrastructure redundancy design and implementation.	Proficient
• Thorough skills in various systems, including VoIP, Networking, Collaboration platforms, and other IT related systems.	Proficient
• Ability to solve complex issues/situations.	Proficient
• Ability to lead/manage multiple teams and projects.	Proficient
• Ability to develop working relationships with faculty, staff, students, and external contacts.	Proficient
• Knowledge of project management and thorough understanding of subject matters contained within the phases of Define, Measure, Analyze, Improve and Control (DMAIC).	Proficient

JOB RESPONSIBIILTIES

Campus Security Authority   ☒

Remote Work Capable   ☒

Essential Functions

Essential Function	% TIME
• Design and support a resilient Voice over IP system. Design, engineer, and document the communications and voice network infrastructure components and information technology division construction documentation.	20%
• Design the integration and installation of pathways, and spaces for fiber and copper-based distribution systems. Develops departmental documentation including standard operating procedures, disaster recovery plan, and business continuity plan for campus Telecom infrastructure.	15%
• Maintains, establishes, and develops new, close, and collaborative working relationships with stakeholders, customers, and vendors. Liaison for IT with FMC on all construction projects.	15%
• Oversee and manage the team responsible for the campus copper, fiber, and VoIP infrastructure.	15%
• Plans lifecycle replacement, coordinates outages, and implements voice network performance optimization methodologies for VoIP systems, applications, and hardware. Maintains monitoring and data-gathering systems for reporting and performance purposes.	10%
• Uses established project management protocols to lead the planning, execution, and successful completion of departmental projects. Facilitates the analysis of project needs and risks and recommends solutions. Assists with project and department budgets.	10%
• Plan for future staffing needs. Provide timely communications to staff. Manage budget, and direct planning and prioritization of these functions' workloads. Assure appropriate communications and	10%

Essential Functions

	Essential Function	% TIME
	coordination with management, other IT areas, and other University departments. Set expectations and focus, assign duties, delegate responsibilities, evaluate activities, etc. Provide ongoing performance feedback, goal setting, and development plans for staff.	
•	Additional duties/responsibilities as assigned.	5%

PRE-EMPLOYMENT

MVR:	Yes
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			

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Working Environment

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

Travel Requirements

Estimated Amount	Brief Description
10%	

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