JOB DESCRIPTION

TITLE

Director, Technology Infrastructure

JOB SUMMARY

The Director of Technology Infrastructure is responsible for all aspects of TWU's technology infrastructure operations. The Director of Technology Infrastructure provides a secure, compliant, robust, reliable, scalable and efficient infrastructure and will direct infrastructure support strategy and operations. The Director of Technology Infrastructure also oversees the day to day support of all production platforms to ensure the availability, integrity, and confidentiality of the network, servers, telecommunications services and information. The Director of Technology Infrastructure ensures that platforms are efficiently utilized, the cost to operate and support the platforms aligns with group and business expectations, and that all regulatory and compliance requirements are met for all platforms (to include, but not limited to PCI-DSS, federal and state security and compliance regulations, etc.). The Director of Technology Infrastructure also serves in the role of the institution's Information Security Officer (ISO). Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Provost of Technology and CIO

Supervises: Directs multiple Senior Integration Analysts, Integration Analysts, Telecom Engineers and Systems Engineers and/or has direct management responsibility for multiple positions in the Technology Infrastructure department

PRIMARY DUTIES - May include, but not limited to the following:

- Coordinates and ensures university-wide multi-user computing systems are well managed/administered to provide required services to students, faculty and staff.
- Supports systems and procedures for reporting of information resources and institutional data. Coordinates and ensures that quality customer service in the technical support area is provided.
• Conducts studies of projected enhancements in hardware and software, and proposes recommendations to Associate Provost of Technology and CIO.
• Develops, prepares and recommends budget for purchasing, upgrading and maintaining multi-user computer systems, system personnel salary equity adjustment and/or merit raise and professional on the job training.
• Provides leadership in development, testing and support of the institutional risk management program for business continuity, security and disaster recovery.
• Creates strategic planning items for information resource management.
• Approves the development and implementation of major project timelines.
• Provides consultation with administrative and academic departments on design, applications and implementation of new or re-designed systems.
• Consults and assists other teams on projects and integration issues within Office of Technology.
• Serves as a liaison between the university and regulatory and governmental agencies, regional operation companies, regulated service providers, vendors and telecommunications organizations.
• Oversight of all TWU infrastructure elements including but not limited to servers, storage management, database management, virtualization, recovery management, and threat management Identify strategic data and voice communications direction for the organization with redundancy and cost control/reduction.
• Overall performance and availability of the network, performance and capacity.
• Establishes policies, standards, practices, and security measures to assure effective and consistent information and operations
• Ensures security best practices are implemented and revised, as needed, to maintain the availability, integrity and confidentiality of the information stored on and accessed through the network (firewalls, file rights, backup systems, account management, vulnerability testing, etc.)
• Prepares and keeps current documentation on all managed systems, including disaster recovery plans.
• Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge in accordance to University policy. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

• Performs other duties as requested.

EDUCATION

Bachelor’s degree required. Master’s degree preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.
EXPERIENCE

Minimum of eight years of directly job-related experience required.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:
- Knowledge of Computer hardware and software used in a networked and web-based environment.
- Knowledge of Federal/State/Local laws and regulations including TAC 202, DIR, ADA, and EIR.
- Knowledge of information technology designs, setups, installation, implementation and maintenance.
- Knowledge with the full range of IT services and products.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Knowledge of Software life cycle activities.
- Knowledge of Performing Trend Analysis.
- Knowledge of PMBOK Project Management Framework.
- Knowledge of existing, evolving and new technology resources and how to tie these investments to improved university performance.
- Knowledge of driving new continual improvement to IT's strategies in response to TWU's evolving needs.
- Working knowledge of office practices and methods.
- Knowledge of basic business principles and business and industry-specific terminology.
- Knowledge of business case analysis.
- Knowledge of costing, budgeting, risk and financial analysis.
- Knowledge of quality assurance concepts and procedures.

Skills:
- Excellent verbal and written communication skills, interpersonal relationships, leadership and management principles and decision-making abilities.
- Excellent organizational skills, to include demonstrated ability to re-tool a complex organization to meet changing demands.
- Technology Infrastructure experience, accountable for customer satisfaction.
- Customer Service Excellence.
- Experience with the full range of IT services and products.
• Experience in areas such as opportunity prospecting, proposal development, proposal presentation.
• Experience in information technology management.
• Experience with VPN, secure networks and knowledge of Federal and State information security policies and best practices.
• Higher Education experience in information technology design, setups, installation, implementation and maintenance.
• Administrative experience in planning, financial management, and management of staff.
• Experience working with multiple units and/or organizations, building relationships, and with highly collaborative projects.
• Experience in evaluating programs and thinking strategically about future directions for IT.
• Strong project management skills.
• Skill in defining program objectives and establishing information technology standards, policies, and budgets.
• Skill in analyzing and improving operational effectiveness.
• Skill in program analysis and strategic planning.
• Skill in managing multiple projects, including development and management of budget.
• Skill in managing the work of others, including leading and motivating managerial staff.
• Excellent written and oral communications not only within IT, but with the customer.
• Conflict Resolutions Skills
• Financial Analysis
• Mentoring
• Preparing and administering performance reviews
• Risk analysis

Abilities:
• Ability to direct team management and development and control an operating budget.
• Ability to work with Senior Executives.
• Ability to plan, establish, manage, and evolve academic/administrative client systems and solutions in support of University success.
• Ability to be accountable to the greater organization through setting of goals, measuring operations and driving continual improvements in quality and efficiency of operations and investment.
• Ability to direct and communicate college-wide information technology operations and projects.
• Ability to manage fiscal resources.
• Ability to Work with minimal direction.
• Ability to manage multiple projects, and priorities.
• Ability to manage finite resources in a high demand environment.
• Ability to prioritize team assignments.
• Ability to create and maintain a highly motivated team within a high stress environment.
• Ability to plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
• Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
• Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
• Ability to apply budgetary and fiscal planning techniques within financial constraints.
• Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
• Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
• Ability to communicate effectively orally, by phone, in person, and in writing.
• Ability to respond to emergency situations in a timely manner.

PHYSICAL DEMANDS

The physical demands 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.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors in an office setting or classroom setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.
The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: ____________________________  Date: ___________
Employee Printed Name: __________________________

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.