A. IDENTIFICATION

Position Title: Associate Director, Community Systems
Department: Application Services, Information Technology Services
Position Reports To (Title): Director, Application Services
Date: December 4, 2017

B. POSITION SUMMARY

The Associate Director, Community Systems provides leadership for the university’s academic, identity management and content management technologies. The Associate Director is responsible for the development and/or selection, implementation, and support of large-scale software applications. Working in partnership with members of the university community, the Associate Director plans, coordinates, and manages software development; the deployment of enterprise-level services; and the allocation of team resources to successfully complete projects that align with the university’s priorities.

C. DUTIES AND RESPONSIBILITIES

Leads a team dedicated to supporting the university’s academic, identity management, and content management technologies by providing administrative and technical leadership to a large complement of staff.

Collaborates with academic departments, service groups, user groups, and university executives to select, implement, and support institutional- or faculty-level applications.

Working in partnership with members of the university community, plans, coordinates, and manages software development; the deployment of enterprise-level services; and the allocation of team resources to successfully complete projects that align with the university’s priorities. Communicates expectations to team members, sponsors, subject matter experts, and stakeholders.

Provides ongoing operations support, application enhancement, and operational management of financial and human resources allocated to support the academic, identity management, and content management technologies and services.

Liaises with executives, stakeholders, sponsors, and user groups across the institution to ensure that projects and services meet the needs of the university.

Evaluates technical and economic trends that will ensure the adoption of new information technologies to enhance the end user experience.

D. DECISION MAKING

Makes decisions when:
- Providing administrative and technical leadership to a team dedicated to supporting the university’s academic, identity management, and content management technologies.
- Final decisions on the implementation of new services or retirement of services.
- Planning and coordinating the deployment of enterprise-level services; and allocates team resources to successfully complete projects.
- Selecting, implementing, and supporting institutional- or faculty-level applications.
- Planning, coordinating, and managing software development.
- Planning and coordinating the deployment of enterprise-level services.
- Supervising team staff.
E. SUPERVISION EXERCISED

Number of continuing employees reporting directly to the position: 16
Total number of continuing employees for whom the position has direct responsibility: 16

F. SUPERVISION RECEIVED

Receives general direction from the Director, Application Services, and participates as a member of the ITS leadership team in joint decision-making and supervision of all activities within Application Services.

H. ENTRANCE QUALIFICATIONS

Bachelor's degree in Business Administration, Computing Science, or related discipline, with eight years of experience leading a team of technical and professional staff comprised of software developers, technical administrators, business analysts, interface designers, and technical support staff, and with experience in the preparation and presentation of comprehensive plans and reports, or an equivalent combination of education, training, and experience.

- Excellent knowledge of collaborative software applications (e.g., MS Exchange, JIRA), learning management systems (e.g., Canvas, LON-CAPA), identity management (e.g., CAS, Shibboleth, LDAP, Active Directory) and web content management systems (e.g., Adobe Experience Manager, MS SharePoint).
- Excellent knowledge of current academic, identity management and web technologies.
- Excellent knowledge of email and content management systems.
- Excellent technical strategic planning skills.
- Excellent leadership, supervisory, and interpersonal skills.
- Excellent communication skills (verbal, written, and presentation).
- Excellent analytical reasoning, problem solving, time management, and organizational skills.
- Ability to provide input and contribute to the development of institutional policies.
- Ability to maintain confidentiality.