

## **THE UNIVERSITY OF WYOMING JOB DESCRIPTION**

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

**Title: MANAGER, AREA TECHNOLOGY AND COMMUNICATIONS**

**Reports To:** Designated Supervisor

**UW Job Code:** 3002

**UW Job Family:** 38 - Computer Professional

**SOC Code:** 11-3021

**FLSA:** Exempt

**Pay Grade:** 23

**Date:** 11-1-99 (revised 7-1-02; 3-17-03, 5-10-03; 7-1-04)

**JOB PURPOSE:**

Manage the operational functions of communications and technology for assigned area or department; determine and implement software and hardware needs and solutions for area and area partners; act as liaison with users, customers, and IT providing senior-level computer technical expertise.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manage operational functions and prepare operational plans for communications and technology.
- Manage/coordinate the modification, operation, and maintenance of designated computer facility operations; research, evaluate and recommend software and hardware purchases.
- Recommend hiring, training, supervising, scheduling work assignments, evaluating work performance and assisting appointing authority with disciplinary procedures for designated support staff.
- Troubleshoot computer problems and provide senior-level computer technical expertise for all area computers; respond to system failures; act as resource person; direct installation, modification, and testing of new systems software and hardware to ensure operational status of computer networks; coordinate maintenance of networks and computer systems.
- Set up and maintain local area network for assigned area, ensuring compatibility with university systems.
- Work on cost estimates and preparation of bids for projects or systems upgrades; ensure timely delivery within estimated budgets for cost-effectiveness.
- Assist with development or revision of procedures and interpretation of policy; develop and provide training materials and present training; provide procedures to maintain integrity, access, and protection of networks, system hardware and associated software including backups and updates; oversee and update procedure manuals/documents.
- Provide liaison, public relations, and coordination of information for on-campus and outreach areas requiring information services within designated areas of discretionary authority.

- Stay current with new or enhanced technology advances in communications, electronic publications and computer technology, including hardware and software.
- Direct activities of publications placed electronically on the web.

**SUPPLEMENTAL FUNCTIONS:**

- May coordinate/develop computer operations for area instructional lab including hardware setup and addressing software compatibility issues.
- May coordinate publication planning process including extensive meetings with authors, editors, graphic artists, or other publication personnel; track publications through completion, ensuring compliance with university and government printing and copyright regulations and policy.
- May require being on call 24 hours per day.
- May travel occasionally to conferences, workshops, or outreach areas for professional development.
- May perform special projects.

**COMPETENCIES:**

- Collaboration
- Adaptability
- Delegating Responsibility
- Work Tempo
- Technical/Professional Knowledge
- Analysis/Problem Identification

**MINIMUM QUALIFICATIONS:**

Education: **Bachelor's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Computer equipment and large/complex network or data.
- Associated University, federal and state regulations, policies and related laws, computer protocols and security policies.
- Computer, video, and electronic technology.
- Operational functions of a large division of a university department.
- Management and coordination principles of computer facility operations.
- Software and hardware assessment, costing, and installation/implementation.
- Computer troubleshooting processes and procedures.
- Network and computer system assessment and maintenance.
- Cost estimation and bid preparation.
- Public relations principles and procedures.

- Knowledge of a wide range of computer systems software, applications, hardware, and communications.
- Computer operations development.
- Planning and scheduling techniques.
- Publications operation including financial planning and budget management to include cost-effectiveness in publication projects.
- Printing and/or reproduction processes and techniques.

Skills and Abilities to:

- Keep accurate and detailed records and perform associated data analysis.
- Communicate effectively, both orally and in writing, as well as in a public setting.
- Perform complex tasks and prioritize multiple projects with skills in organizing resources and establishing priorities.
- Travel from location to location.
- Manage the operational functions of a large division of a university department.
- Modify, operate and maintain computer facility operations.
- Supervise and train staff, including organizing, prioritizing, and scheduling work assignments.
- Troubleshoot computer problems, respond to system failures, and directly administer changes to system components.
- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.
- Interpersonal and community relations skills and the ability to communicate and work effectively within a diverse community.
- Develop cost estimates and prepare bids.
- Maintain currency in new and enhanced technology advances in area of specialty.

**WORKING CONDITIONS:**

Standard office/machine-room environment; no major sources of discomfort. Regular exposure to video terminal display. Occasional exposure to mechanical or electrical hazards.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.