

MINNESOTA STATE COLLEGES AND UNIVERSITIES
Minnesota North College

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| Employee Name: | Position Control Number: 01093335 |
| Department/Division: Information Technology | Classification Title: Management Info Systems Supv 2 |
| Prepared By: Jerritt Johnston | Working Title: Director of Technology |
| <input type="checkbox"/> Non-Exempt X Exempt: <input type="checkbox"/> Executive <input checked="" type="checkbox"/> Professional <input type="checkbox"/> Administrative | <i>If Exempt, attach required documentation</i> |
| X Unlimited <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary <input type="checkbox"/> Limited | If seasonal, list months during the season worked |
| X Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intermittent | Date Prepared: November 2024 |

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| This position description accurately reflects my current job. | | This position description reflects the employee's current job. | |
| Employee Signature | Date | Supervisor Signature | Date |

POSITION PURPOSE:

This position provides planning, coordination, oversight, leadership, and supervision for the Technology Services department. This position leads the development of the technology strategic planning efforts for the college, developing long and short-term plans for the college technology services, including infrastructure, security, classrooms, and applications. This position will advise the college leadership on new technology, and current technology purchases, technology trends in higher education, security, and potential technology risks. The position will supervise, lead, and manage the technical staff to ensure the department operates at an optimal level and supports the needs of the campuses.

PRINCIPLE RESPONSIBILITIES AND RESULTS

- 1. Acting as Chief Information Officer, provide leadership and technical expertise, consultation, and training to faculty, staff, and administration for integrating new technology into business operations and the overall academic program, including curriculum delivery to enhance and advance efficiencies and access to technology services.**
 - a) Serve as a member of all local, state, and regional technology-related committees and meetings.
 - b) Plan the technologies used in the classroom, emphasizing flexible and mobile solutions. Work with the Academic leadership teams, Facilities, and other necessary constituent groups.
 - c) Develop technology equipment strategies that are financially sustainable and establish equipment lifecycle plans.
 - d) Develop testing strategies to ensure that new equipment will work before instituting a wide-scale implementation.
 - e) Provide implementation strategies for classroom technology solutions.
 - f) Provide support for program-specific software installation and deployment.
 - g) Gather business requirements, analysis, and development of all enterprise and institutional applications.
 - h) Ensure all contracts follow board policy and adhere to legal guidelines.
 - i) Research, budget, and purchase identify third-party solutions used for staff business processes or student learning.
 - j) Lead emerging technology initiatives that will advance the overall technology needs of the teaching and learning environment.

Priority: Essential Percent of Time: 30%

- 2. Plan and direct the college's instructional and administrative technology, including infrastructure, technology hardware/software, LAN/WAN operations, wireless, telecommunications infrastructure, VoIP telephone system, printing/copy management, security system/cameras, servers, and a disaster recovery plan for all technology systems to ensure all technology systems and data are secure, and redundancy/backup systems are in place and working correctly.**
- a) Work with the administration on the technology vision for the College.
 - b) Develop plans for new technology and upgrades, including short-term and long-term budgets.
 - c) Develop strategies for projects that identify project scope, timeline, responsibilities, and defines work breakdown structure, process maps, schedule, cost estimates, budget, and other planning activities.
 - d) Manage, oversee, design, implement, and monitor network operations, print/copy services, security cameras, and technology and user data safety.
 - e) Develop and implement campus-wide technology and IT department standards, policies, and procedures and support MinnState Board policies and procedures.
 - f) Manage the college-wide computer inventory and support operations for an installed base in excess of 1,000 computers, including repair and maintenance services.
 - g) Plan, coordinate, and review all new technology equipment purchases to maintain compatibility with existing systems and alignment with future technology plans.
 - h) Manage RFP process to purchase technology-related systems effectively, and technology disposal adheres to board policy.
 - i) Oversee data classification, security, identify management, and overall security of campus users, infrastructure, and planning.
 - j) Oversee the technical support aspects of distance learning and video conferencing technology.
 - k) Establish strategies including usability testing and quality assurance monitoring to ensure the quality of institutional applications.
 - l) Manage PCI, wireless networks, emergency notification, security cameras, and VoIP systems.
 - m) Work closely with the system office technology teams to roll out campus technology.
 - n) Manage the Managed Academic Computing agreement with Minnesota State System Office IT.

Priority: Essential Percent of Time: 30%

- 3. Lead the College Technology Advisory Committee in developing, designing, implementing, and evaluating the College's strategic IT plan so that a unified college-wide technology plan is developed and communicated and technology services and fiscal resources are effectively managed.**
- a) Develop and manage the overall campus technology budget.
 - b) Align the strategic plan with campus priorities, revisit the strategic plan annually for short-term and long-term strategic plan modifications.
 - c) Identify emerging technology trends and project future technology needs and recommendations.

Priority: Essential Percent of Time: 10%

- 4. Lead, supervise, and direct personnel, including assigning work, training, professional development, and performance evaluation and coaching. Ensure collective bargaining agreements and Minnesota State policies and procedures are implemented and appropriately enforced, projects are staffed correctly to meet deadlines and stay within budget, and staff meets service standards and goals.**

Perform all supervisory tasks in accordance with established equal opportunity/affirmative action and non-discrimination/harassment policies and procedures.

Priority: Essential Percent of Time: 20%

5. Pursue ongoing professional technical development to ensure that the College can anticipate and integrate new technologies into the College's information technology structure.

Priority: Essential Percent of Time: 5%

6. Perform other duties as assigned by the Vice President of Finance & Facilities to ensure the smooth functioning of the information technology department for the College and maintain the reputation of the College as a viable business partner.

Priority: Essential Percent of Time: 5%

KNOWLEDGES, SKILLS, AND ABILITIES

Minimum Qualifications

- Bachelor's degree in computer science or related field.
- Experience in advanced network systems, telecommunications.
- Supervisory or lead work experience.
- Working knowledge of Active Directory, Windows operating systems, network and web-based applications, and a hands-on ability to diagnose and repair a wide variety of networking hardware and software systems.
- Strong oral and written communication skills to clearly convey information to a wide variety of clientele ranging from novice to expert.
- Project management skills sufficient to create clear and attainable project objectives, build project requirements, oversee the cost, time, and scope of projects, manage project constraints, and communicate progress and results.
- Strategic management and planning skills sufficient for the integration and use of technology to support learning, services for students, and research and management decision-making.
- Ability to work non-standard hours required to deal with project work and IT operations during evening and weekends.
- Commitment to diversity as well as a demonstrated ability to work successfully with persons of diverse backgrounds including sensitivity to their needs and concerns.
- Budget development and management experience.

Preferred Qualifications

- Leadership and knowledge of IT management principles, practices, processes, and trends in order to effectively manage the department and support the educational mission of the College.
- Experience in higher education.
- Knowledge of Minnesota State policies, procedures, and programs.
- Knowledge of best practices in website development.
- Demonstrated ability to learn complex systems and procedures and implement their use in a production environment.
- Industry Information Security Certifications, such as Certified Information Systems Auditor (CISA) or Certified Information Systems Security Professional (CISSP).

RELATIONSHIPS

This Position Reports to: Vice President of Finance and Operations

Supervises: 1) ITS-3, (2) ITS-2, (4) ITS-1, and on occasion provides leadwork for outside consultants hired to provide specialized technical services.

Internal and External Clientele and Purpose of Contact

College faculty, staff, administration and students, Minnesota State system office personnel, public agencies, technology vendors, and the general public as needed.

PROBLEM SOLVING

The incumbent of this position requires excellent problem-solving, organizational, and interpersonal communication skills, including handling several tasks at once. There is a need for this position to solve problems where conventional and past-practice solutions will not be available and develop alternative solutions or provide guidance solutions to difficult, complex systems problems in an environment of perpetual change.

FREEDOM TO ACT

This position works with minimal supervision and is expected to exercise initiative and discretion, establish priorities, and accomplish the overall objectives of the position. This position reports to the Vice President of Institutional Advancement and Effectiveness and has the freedom to act independently within the constraints set by this position description, governmental agencies, Minnesota State, and College policies and procedures. In the absence of the Vice President of Institutional Advancement and Effectiveness, this position has the authority and will be required to make decisions as necessary.

Budget

IT Departmental personnel and operations budget in excess of \$500,000 annually, plus involvement in planning and making purchasing decisions of Technology Fee Equipment budget of additional \$500,000 annually.

Decision(s) Position Makes and Decision(s) Referred to Higher Authority

All employees must comply with department and institution procedures and policies, Minnesota State policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity.