

Sam Houston State University Human Resources

Staff Classification Description – Managed Applications Manager

Skill Category: Professional

Position (Employee) Class: 3N514 (E1)

Grade: 22

Date: 11/2011

Department: Office of Information Technology Services

Educational & Experience Requirement: Bachelor's degree with at least five (5) years related experience. ITIL, Microsoft or Apple certifications preferred but not required. A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Plan, organize, design, and manage staff and overall support for campus managed software to ensure the stable licensing, implementation, and operation of the university software technology. Help plan, coordinate, and design IT-related activities for the university as well as provide some administrative direction and support for daily applications support activities.

Supervision Given & Received: Incumbent oversees work of professional staff, technical staff, and student employees. Work methods are not prescribed and incumbent is expected to work issues out based on job knowledge. Works independently and receives only general direction.

Primary Responsibilities: Install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networked software products. Work with clients and technicians to identify and deliver required software services. Manage the security, maintenance, troubleshooting and repairs of campus computer software. Provide training and support to clients and staff on software operation and other technical issues. Receive and respond to incoming communication regarding computer software. Develop and maintain an inventory of all software and licensing correlated to physical assets and/or specific users. Manage campus licensing evaluation, inventory and audit for licensing compliance. Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring software performance. Construct, install, and test customized software configurations based on various platforms and operating systems. Research and recommend long-term strategies and capacity planning for meeting future software needs. Support development and implementation of new projects and installations. Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans. Manage operations staffing, including recruitment, supervision, scheduling, development, and evaluations. Manage the Managed Applications team to support the software needs of the colleges and departments. Monitor and prepare payroll timesheets and exception reports for staff and student employees. May interpret and implement complex policies affecting the department and university level. Performs other related duties as assigned.

Other Specifications: Requires a technical knowledge of networked and stand-alone PC software and a deep understanding of Windows registry, file systems, and networks. Must have experience with Desktop Management Tools such as SCCM, Altiris or LANDesk. Requires a strong understanding of information processing principles and practices, in-depth technical knowledge of network and computer operating systems, proven project planning and management experience. Exceptional analytical, conceptual, and problem-solving abilities are necessary. Superior written and oral communication skills and leadership ability is needed. Must have ability to present ideas in user-friendly language and be able to effectively prioritize and execute tasks in a high-pressure environment. Must be proficient in motivating and evaluating employees. Requires a demonstrated ability to establish congenial work relationships and to communicate effectively within department workgroup and throughout the university with professional staff. Work requires a high level of independent judgment, initiative, and sound reasoning to solve department and division issues. Work requires attention to detail as errors can be potentially serious.

Position requires driving and operating a university vehicle; therefore, a valid Texas driver license and driving record acceptable to the university's insurance carrier is required. Position requires incumbent to be on call 24/7. Special procedures sometimes require extended hours. Some travel is required.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be

considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.