

Sam Houston State University Human Resources

Staff Classification Description – Associate Vice President for Infrastructure and Support Services

Skill Category: Professional

Position (Employee) Class: 1M130 (E1)

Grade: NC

Date: 12/2012

Department: Enterprise Services

Educational & Experience Requirement: Master's degree in Information Technology or related field, plus seven years related experience. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Lead the Infrastructure and Support Services (ISS) department responsible for oversight, development and management of campus wide information security, server administration, networks, data center operations, VOIP, Information Technology project management, and Information Technology procurement processing.

Supervision Given & Received: Work is performed with broad direction at major administrative or professional level. Reports directly to the Vice President for Information Technology. Incumbent directs managerial and/or professional staff.

Primary Responsibilities: Collaborate with university leaders to align Infrastructure and Support Services (ISS) departmental operations and systems with university functional and strategic needs. Collaborate with the Vice President for Information Technology to develop, establish, and communicate the campus Information Technology (IT) strategic plan. Remain familiar with regulatory, governmental, university system, university, and best practice guidelines in order to assure compliance and quality service delivery by the ISS department. Provide leadership, vision, strategic planning, direction and mentorship to ISS staff. Plan and administer the design, configuration, deployment and operation of the university wide infrastructure, IT security, project management and IT procurement processing services. Provide oversight of staff. Receive inquiries and respond with discretion to questions and requests of a complex and/or confidential nature. Plan and administer the deployment of information technology including capital improvement projects and maintenance of supporting plant. Coordinate the university's planning for information technology with that of the State of Texas and the internal needs of the university; implements these plans with acquisitions and operation of the university's hardware and software. Participate in the formulation, documentation, and implementation of processes and procedures for dealing with mission critical information systems. Develop activities, policies, procedures and departmental culture that facilitate, promote, and sustain collaboration with the university community. Produce and oversee development of operational and service delivery documentation and policy. Responsible for organizing, planning, evaluating, overseeing, supervising, training, and the technical direction of ISS staff. Responsible for ISS departmental budget planning, justification, documentation, and control. Plan information technology resource procurements and staffing. Develop, document, and implement internal control procedures to ensure fiscal, regulatory, confidentiality, and security accountability. Assist the Vice President for Information Technology with development of the Information Technology Services Strategic and Operational Plans. As delegated, assume the duties of Vice President for Information Technology when necessary. Performs other related duties as assigned.

Other Specifications: Work involves executive skills requiring the ability to write, interpret, adapt, and apply broad policy and direction to a variety of frequent complex situations affecting the over-all organization. Ability to exercise discretion, resourcefulness, creativeness, excellent reasoning, initiative, and independent judgment. Skilled in the development of policies and operational procedures. Strong interpersonal skills. Asset and fiscal resources management skills. Ability to coordinate large scale economic and resource projects is essential. Frequent interaction with university administration to assist with project and strategic planning.

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.