

Job Code: 101362
Position #: (NUNC) (E)
Developed by: KK
Reviewed by:... LK, DLJ
Approved by: LK
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University of Rhode Island
Position Description

TITLE: Director, IT Teaching and Learning Services
DIVISION: Academic Affairs / Administration and Finance
REPORTS TO: Chief Information Officer
GRADE: 18
SUPERVISES: Professional and Technical staff

BASIC FUNCTION:

Lead service delivery for all Teaching and Learning Services. Actively partner with the Office for the Advancement of Teaching and Learning to support faculty pedagogical objectives through the deployment and support of technology tools. Maintain a deep knowledge of emerging trends in the field, conduct pilot deployments of new tools and bring best of breed technology to the University of Rhode Island. Actively collaborate with distributed IT staff in the colleges to scale up innovative approaches. Work with partners across the University to develop, enhance and help deliver online courses and programs.

As part of the IT leadership team, collaboratively deliver IT Professional Services including consulting, training, analytics and service management as they relate to the primary service groups of the department. Coordinate and manage student worker integration and training efforts both within and beyond IT Services. Actively collaborate and communicate with ITS partners in distributed IT as well as key stakeholders for the department. Lead, inspire, motivate and evaluate the work of the unit while striving for continuous process improvement and staff professional development.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

In support of Core Responsibilities, identify, design, coordinate, promote and deliver innovative and relevant technology solutions that advance the teaching and learning mission of the University.

Assist faculty and academic departments with curriculum development activities to ensure the seamless integration of technology. Promote and embrace universal design for teaching and learning.

Promote faculty scholarship of teaching, learning and engagement.

Partner with the Office for the Advancement of Teaching and Learning to align technology solutions with faculty pedagogical objectives.

Collaborate with distributed IT staff to promote innovative technology for teaching and learning in the Colleges. Bring innovative technologies to scale across the University.

Promote and embrace the use of learning analytics for all courses and curricula.

Enhance communication with the faculty about technology support for their curriculum delivery activities.

Research current trends in the field, exercise informed judgement and advise on new directions.

In the area of Management and Leadership, provide leadership, vision and direction to the IT Teaching and Learning organization to ensure it will contribute to the University achieving its goals.

Work collaboratively with the CIO, other IT leaders and constituent groups to develop overall IT strategy in the context of the Academic Master Plan and President's goals.

Define and enhance methodologies and practices for service delivery in line with best practices and continuous process improvement. Track constituent satisfaction as well as other metrics, publish the results and implement action plans for service improvement.

Provide support and facilitate innovative and experimental technology uses to test new ideas with bounded cost and time frames.

Ensure that processes (including those of external service providers) are conducted in line with URI social responsibility, environmental and technical policies and applicable standards and legislation.

Manage group personnel, developing their skills and capabilities to meet the needs of the organization, as well as building on existing recruiting capabilities to address new needs and skills gaps. Lead group through change as IT approaches and tools evolve.

Work to develop a group culture of respect, responsiveness, and mutual support of other team members, other ITS departments, distributed IT and the faculty and staff of other divisions.

In support of Service Governance, Strategy and Delivery, work with stakeholders and governance groups to define a prioritized set of functional outcomes and service work to accomplish those outcomes within the limitations of the budget.

Work with stakeholders to accomplish this service work in a way that improves service delivery and minimizes its ongoing support costs.

Oversee the unit's successful delivery of these outcomes in partnership with colleagues.

Oversee support activities in conjunction with infrastructure and operations to ensure that applications perform well in production.

Work with the leader and team members of IT Security to ensure that the organization's applications are effectively secured and that risks are mitigated.

OTHER DUTIES AND RESPONSIBILITIES:

Participate in management and leadership development opportunities.

Perform other duties and responsibilities as assigned.

Conduct the majority of work at the Kingston campus of the University of Rhode Island.

Be an active presence in meetings. Be available for staff and collaborators for in-person consultation. Build essential relationships.

Attend national and international conferences, seminars and similar events. Stay up to date on important and constantly evolving aspect of IT operations at a major research University. Travel as necessary.

LICENSES, TOOLS AND EQUIPMENT:

Desktop software and work management tools, computer workstation uses, Information Technology terminology and service delivery practices.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS

REQUIRED: Master's degree; Minimum of eight years' experience in higher education; Minimum of six years' demonstrated management/leadership experience; Demonstrated ability to manage a high-performing, cohesive team; Demonstrated commitment to process improvement and client support; Demonstrated analytical and problem-solving skills; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Terminal degree in a field related to technology-enhanced education; Demonstrated experience leading teams through change as technology and organizational needs evolve through the application of guidance, advice and nonjudgmental leadership techniques; Demonstrated ability to collaborate, build relationships and influence individuals at all levels in a distributed responsibility environment to ensure effective service delivery; Demonstrated understanding of strategic university objectives and a track record of aligning services to support those objectives; Demonstrated ability to deal with rapid change in University needs, processes and technologies; Demonstrated ability to manage multiple competing priorities with limited resources; Demonstrated ability to understand key concepts and communicate effectively with technical staff, application stakeholders and senior leadership, many of whom are in non-technical roles; Demonstrated experience managing external IT service providers, including the risk and cost implications of contracts and contract negotiations; Demonstrated evidence of membership in professional organizations, trade or user groups; and A pattern of regular attendance at industry conferences to enhance knowledge of current technology.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.