University of Rhode Island
Position Description

TITLE: Associate Director, IT Community Computing Services

DIVISION: Academic Affairs / Administration and Finance

REPORTS TO: Chief Information Officer

GRADE: 16

SUPERVISES: Professional and Technical staff

BASIC FUNCTION:

Lead service delivery for all Communication and Collaboration Services as well as End-Point Computing services. Ensure timely and efficient delivery of all service desk operations, oversee level-1 incident triage and coordination with level-2 and level-3 support service providers within central, distributed and vendor IT staff. Develop and lead central endpoint support activities as well as application support for communication and collaboration services. Provide oversight and leadership for audio-visual support for classrooms, meeting spaces and special events.

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 mange 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, lead the service desk to provide efficient, timely and accurate level-1 triage of incidents. Ensure the effective coordination of incident resolution among level-2 and level-3 staff within central IT as well as distributed IT and vendors.

Coordinate request fulfillment among all IT service providers at the University. Work with key partners to analyze fulfillment processes and optimize service levels.

Enable community productivity by leading endpoint support services to provide cost-effective, timely and efficient support to all units within the University. Coordinate service using a mix of central, distributed and student resources.

Provide core application configuration and support services for all software within the Communication and Collaboration service category. Provide installation and licensing support for all end-point software solutions.

Lead the audio-visual support offerings of ITS. Ensure timely and cost-effective delivery of classroom, meeting space and special event support needs.

Work to enhance communication with all constituent groups to raise awareness and improve utilization of common-use services.

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 Community Services organization to ensure it will contribute to the University achieving its goals.

Work with CIO and other IT leaders 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:

Coordinate expanded service opportunities during peak needs such as move-in weekend.

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: Bachelor's degree in computer science, engineering, finance, business management or a related field; Minimum of five years group management experience in higher education; Demonstrated ability to manage a high-performing, cohesive team; Demonstrated commitment to process improvement and client support; Demonstrated analytical and problem-solving skills; Demonstrated experience deploying and supporting large-scale computing services to a diverse community; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Graduate degree in computer science, engineering, finance, business management or a related field; 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.