

Job Code: 101542
Position #: (NUNC) (E)
Developed by: KK
Reviewed by:AMC,LK,DLJ
Approved by: LK
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University of Rhode Island
Position Description

TITLE: Associate Director, ITS Innovation Services

DIVISION: Academic Affairs / Administration and Finance (Technology)

REPORT TO: Chief Information Officer

GRADE: 16

SUPERVISES: Professional and Technical staff

BASIC FUNCTION:

Responsible for imagining, pitching, implementing, and handing off new IT initiatives that advance the core mission of URI. Responsible and accountable for coordinating group activities, managing budget, and staffing resources of the group, building both implementation and operation budgets for projects undertaken by the unit, coordinating implementation and operational resources across all units or URI, and working with unit leaders across URI to help develop cutting-edge IT implementations that advance the strategic initiatives of URI.

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 the area of Technical Skills, be agile, adaptable, and innovative – quickly learn and understand new technology platforms, be able to intuit how they may benefit URI, and be able to estimate time needed for other technical staff to take advantage of these opportunities.

Be able to quickly dive deeply into the new technology, to both assist other staff during implementation and conduct technology implementation reviews.

In the area of Leadership Skills, translate technical information to effective communications with senior leaders of URI. Be able to clearly, succinctly, and effectively discuss strategic benefits of new technology, with particular emphasis on transformational change opportunities.

Prioritize and manage competing priorities from multiple URI departments for the benefit of the entire organization.

Negotiate 3rd party vendor contracts as needed to implement innovative opportunities in IT.

Build and maintain a network of collaborative relationships with unit leaders and their staff to generate ideas, implement products and coordinate activities.

OTHER DUTIES AND RESPONSIBILITIES:

Provide input for developing and/or revising related policies and procedures. Assume responsibilities for special projects as assigned by management. Assist with responses to ad hoc requests.

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, or other technical field; Minimum five years of information systems experience in progressively responsible roles; Demonstrated ability to work collaboratively with a wide range of technology staff in different units; Demonstrated experience writing RFPs (Request for Proposal) and bid specifications; Demonstrated supervisory experience (may include student employees or contractors); Demonstrated ability with and understanding of database-driven systems technology (i.e., administrative and academic systems); Demonstrated ability to provide technical leadership to mixed technical and non-technical teams while implementing new systems; Demonstrated ability to understand key concepts and communicate with technical staff, application stakeholders and senior leadership, many of whom are in non-technical roles; Demonstrated experience in higher education; Demonstrated familiarity with 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, or a related field; Demonstrated experience in higher education at a public research institution; 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 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; A pattern of regular attendance at industry conferences to enhance knowledge of current technology; and, Project Management certifications.

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