



Position Title:	Associate Vice Provost, Client Services	
Reports To:	Vice Provost, Chief Information Officer	
Department:	Information Technology	Job Code: 0105-00E
Prepared By/Date:	Carol Flynn/05-2007	Job Group: PEC
Approved By/Date:	Karl Herleman 05/07	Salary Grade: 20
Revised:	Jennifer C. Brito/8-7-2009	FLSA Status: Exempt

Summary:

The Associate Vice Provost, Client Services is responsible for coordinating all activities sponsored by the institution in support of centralized Client Services. This position is specifically responsible for providing leadership and technical direction for the Client Services department and staff.

Essential Duties and Responsibilities:

- Manages the system administration, networking, computer maintenance, telecommunications, security and database administration, server support, quality management, telecommunications, and applications programming related to Client Services.
- Evaluates needed hardware, software and services for Client Services.
- Assumes responsibility for evaluation and implementation of major computing projects in conjunction with the campuses and/or other agencies and institutions.
- Determines optimum configuration of computer-related resources in Client Services, including determination of performance standards.
- Provides overall coordination of Client Services policies and procedures to improve service.
- Provides input to the Chief Information Officer on long-range technical, budgetary, and economic planning for computer-related services and systems college-wide.
- Serves as high-level technical resource for the resolution of complex technical issues that involve the Client Services department and/or the college.
- Represents the college on federal, state or national committees concerned with Client Services.
- Interviews and hires staff.
- Works with staff members to develop and implement staff development plans and activities.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of data management, database design and administration, server architecture and general system support.
- Knowledge of software design and development practices and management.
- Knowledge of network security and related threats.
- Knowledge of the current and developing technology found in large educational institutions and the related impact on infrastructure, services, and processes.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community including executives, management, IT personnel and end users.
- Strong project management skills with the ability to ensure completion of department initiatives and recommendations.
- Strong written and oral communication skills.
- Strong analytical skills and attention to detail.
- Ability to apply effective leadership skill to direct multi-department technical and administrative staff.

- Ability to carry out supervisory responsibilities in accordance with the College's policies and applicable laws.
- Ability to create effective working relationships across multiple levels and departments. Routine contact is required with IT managers, subject matter experts and periodic contact is required with users.
- Ability to work well with others in analyzing information and foster a high quality of focus in others.
- Ability to train new or existing employees on department operational practices and procedures.
- Ability to manage development of IT related design and development documentation, reports, business correspondence, process, and procedure manuals.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve complex problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists.
- Ability to effectively present technical information and respond to questions from executives, groups of managers, end users, and non technical personnel.
- Ability to work in a multi-ethnic/multi-cultural environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must occasionally lift and/or move up to 25 pounds. The employee is frequently required to stand; walk; talk and hear; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as "essential." This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor of Science (BS) degree from an accredited college/university in Computer Science, Information Systems or related discipline and eleven (11) years experience in higher education administration, with three (3) years in management
- Must have functional knowledge of computer operations, security and database administration, server support, Quality Management, application programming, and software development methodology. Must also have a working knowledge of Microsoft Office applications to include

Excel, PowerPoint, Project, Word, as well as email (Outlook) and Internet browser applications.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name