

<b>Job Title</b>	IT Manager I
<b>Job Code</b>	
<b>Exempt Status</b>	Exempt *Exemption may be subject to applicable salary requirements from Department of Labor
<b>Position Status</b>	
<b>EEO Classification</b>	

### **Job Summary**

The Information Technology (IT) Manager I, under direction, leads a specific IT project or specialized technical operations and performs limited specialized technical duties.

### **Essential Duties and Responsibilities**

- Leads, motivates, develops, and coaches team members. Models ethical, regulatory, and performance standards. Champions workplace diversity and inclusiveness. Models and promotes the open sharing of information, dedication to the team's mission, customer commitment, collaboration, and cooperation.
- Recruits, hires, and supervises technical staff and student workers. Enforces ethical, regulatory, and performance standards. Manages personnel issues.
- Facilitates the analysis of project needs, risks, and recommended solutions. Assists in the development of project or area budgets. Tracks expenditures and revenues. Prioritizes schedules and directs the activities of a project team. Assists in the development of project or task plans, resource estimates, and schedules. Coordinates activities with the management of other organizational units and vendors. Directs the preparation of project documentation and reports for clients and management. Coordinates the evaluation, selection, and purchase of computing resources and consulting services.
- Assists in the designs and controls the processes for supporting the delivery of IT services. Assists in monitoring and analyzing operations metrics. Implements continuous improvement methods.
- Performs limited advanced technical duties in support of team projects and operations.
- Participates in training and professional development with a special emphasis on leadership development, management, industry related acumen, and project/operations management.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

### **Additional Responsibilities**

### **Minimum Requirements**

*Education* – Bachelor's degree in applicable field or equivalent combination of education and experience.

*Experience* – Three years of related experience in IT.

*Knowledge of* – Knowledge of word processing and spreadsheet applications. Knowledge of basic project and operations management including decision making, scheduling, prioritizing, quality assurance, delegating, monitoring work tasks, reporting, negotiating, basic vendor relations, advanced customer relations skills, proposal writing, business acumen, persuasive communication, and adaptability to change. Knowledge of team leadership skills including motivating team and group processes, team collaboration, empowering, coaching, mentoring, training, ethical integrity, championing diversity and inclusiveness, and supervising staff. Industry related skills to include proficiency with the Information Technology Interface Library (ITIL).

*Ability to* – Ability to multitask and work cooperatively with others. Excellent written communication, analytical, interpersonal, and organizational skills.

*Licensing / Professional Certification* – None.

*Physical Requirements* – None.

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.

### **Supervision of Others**

This position generally supervises employees.

### **Other Requirements**