



**DATE ISSUED:** 07/06

**FLSA:** Exempt

**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Director, Instructional Operations

### **JOB SUMMARY**

Directs the planning and organizational service related goals of the information technology help desk, lab support staff, graphic arts, and classroom instructional technology support. Fosters opportunities for interactive participation with members of the team both intra and inter-departmentally. The Director is proactive in developing and maintaining collaborative relationships with members of the TWU community and others to facilitate the delivery and support of services. Provides management and mentoring to staff and serves as a liaison to end users and vendors. Provides support for special initiatives within instructional services and is responsible for the management and evaluation of support staff. Work is performed under administrative supervision of the Associate Vice President, Instructional Support Services and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

**Reports to:** Associate Vice President, Instructional Support Services

**Supervises:** All full-time, part-time, temporary and permanent staff members in Help Desk, Telephone Console, Graphics, Lab, and Classroom Support positions

### **PRIMARY DUTIES - May include, but not limited to the following:**

Provides leadership for classroom instructional technology operations and support. Directs and oversees the operations and maintenance of the Information technology help desk, classroom and open computer labs, and graphics production. Directs, coordinates and oversees responsibilities for the operations and maintenance of shared, campus wide, computing facilities. Provides direct support for students, faculty and staff using shared computing resources. Analyzes current and emerging instructional technology applications for possible campus implementations.

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Responsible for strategic planning, budget management, and instructional technology program initiatives with emphasis on end-user support.

Directs user outreach efforts related to instructional technology applications and computer lab resources.

Directs campus instructional technology needs assessment and project planning processes.

Plans and directs informal training opportunities for faculty, staff and students on supported software and hardware systems.

Directs the development of new initiatives in support of faculty, staff, and student technology adoption and use.

Directs the development of web-based self-service resources.

Serves as a liaison between information technology services and faculty, staff and student councils and other University support services departments.

Establishes procedures and policies to ensure the security and integrity of systems/networks.

Provides project plan management and reporting for infrastructure projects.

Provides lead support in development, testing and support of the institutional risk management program for business continuity, security and disaster recovery.

Coordinates and directs technology support for scheduled academic events.

Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.

Self-directed learning of new technology applications quickly and efficiently.

Maintains policies and procedures to insure the security and integrity of technology installations resources, and services.

May be required to work a flexible schedule, including nights, weekends and holidays.

Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ADDITIONAL DUTIES***

Performs university or community related service that may directly or indirectly impact institutional goals or initiatives.

May serve as a resource person for the Information Technology Committee.

Develops collaborative working relationships with other campus service components.

Performs other duties as requested.

### ***EDUCATION***

Bachelor's degree in Information Studies, Computer Science, Education or related field required, advanced degree(s) preferred.

## **EXPERIENCE**

Five years progressive experience in instructional technologies, information systems management, and information technology planning. Five years progressive administrative job related work in computing and/or communications, preferably in a higher education setting. An equivalent combination of experience, education or training may substitute for any of the education/experience requirements.

## **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Knowledge of modern computing, networking and communications systems.

Broad knowledge of principles and practices within the information/instructional technology field.

Ability to conduct extensive research for the purpose of problem solving and situation analysis.

In-depth familiarity with online self service resources for end users.

Ability to organize, work effectively, conceptualize and prioritize goals and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to plan, direct and evaluate staff and information technology resources.

Ability to communicate effectively -orally, by phone, in person, and in writing.

Knowledge of purchasing procedures and ability to develop and negotiate contracts.

Significant independent action and judgment skills are required to handle complex activities and decisions.

Requires self-directed learning with frequent study and training to ensure skills are current.

Ability to deal well with ambiguity and fast-paced change.

Ability to use a personal computer and other office equipment.

## **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 is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25+ pounds.

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## **WORK ENVIRONMENT**

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel. Daily exposure to PCs and networks.

## **SAFETY**

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***