



DATE ISSUED: 07/06
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Information Systems Applications Support

JOB SUMMARY

Collaborative program development and delivery in the use of technology applications for end users. Coordinates change and expectation management efforts with training and support initiatives to facilitate successful end user outcomes. Works with others as appropriate to identify support resources needed for special initiatives within Information Services. Leadership role in introducing new technology applications efficiently and effectively while being sensitive to the existing culture and work processes. Work is performed under the supervision of the Director of Instructional Operations and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Instructional Operations

Supervises: May supervise Student Assistants, project teams

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

Develops programs and strategies to ease users through technical change.

Develops and delivers change management programs for specific target groups of users coordinating goals and outcome expectations.

Builds change and expectation management strategies as a foundation for training and skill building programs.

Implements processes and services to introduce end users to training opportunities.

Collaborates with functional groups, Help Desk, Instructional Development staff, and Information Technology Services staff to plan and deliver support resources to end users.

May serve as a liaison between Information Services, end users, functional units and vendors.

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

Coordinates and directs work teams.

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

*Manager, Information
Systems Applications
Support
Date Issued: 07/06
FLSA: Exempt
PTO: VCS*

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

May assist the ISS training staff with program development and delivery.
May provide assistance with training and media production projects.
Develops collaborative working relationships with other campus service components.
Performs other duties as requested.

EDUCATION

Bachelor's degree and technical short courses and seminars relating to computing and instructional technology. Project management, course writing and course development experience preferred.

EXPERIENCE

Five years experience in an information technology or instructional technology environment. Additional experience may substitute for required education on a year for year basis. Experience with public speaking preferred. Working knowledge of Datatel Colleague and Oracle Financials, Human Resources/Payroll, and Student system helpful.

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

Knowledge of the application of modern computing, networking and communications systems in an educational setting.
Ability to apply and evaluate software solutions from the end user's perspective.
Ability to facilitate the development of end user's skills in utilizing technology solutions.
Ability to organize and work effectively with an understanding of organizational policies and activities.
Ability to communicate effectively orally, by phone, in person, and in writing.
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
Ability to use a personal computer and other office equipment.

Manager, Information
Systems Applications
Support
Date Issued: 07/06
FLSA: Exempt
PTO: VCS

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.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors and/or outdoors. The noise level is usually low to moderate.

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

Manager, Information
Systems Applications
Support
Date Issued: 07/06
FLSA: Exempt
PTO: VCS

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.