



**DATE ISSUED:** 04/09

**FLSA:** Exempt

**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Manager, Instructional Technology Software Applications

### **JOB SUMMARY**

This position is responsible for the management, coordination, and administration of all training initiatives program development, implementation, and continuity. Serves as the system administrator for the online learning management system and is accountable for all associated technical and end user support responsibilities. Coordinates system administration functions and responsibilities for the voicemail and automated call response systems, and Second Life resources. Provides highly responsible direct support to end users of software applications and the online learning management system. Work is performed under administrative supervision of the Director, Instructional Technology Delivery systems 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 and Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director, Instructional Technology Delivery Systems

*Supervises:* Support staff and Student Assistants

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

Oversees the management, coordination, and administration of all training initiatives program development, implementation, and continuity.

Serves as the system administrator for the online learning management system and is accountable for all associated technical and end user support responsibilities.

Coordinates system administration functions and responsibilities for the voicemail and automated call response systems, and Second Life resources.

Responsible for cross-communication and liaison functions with Information Technology Services as well as internal/external vendors/service providers.

Performs highly responsible work coordinating the program development and work load of training services staff.

Responsibility for the supervision of staff, delivery of services and solutions for users.

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Provides highly responsible direct support to end users of software applications and the online learning management system.

Responsible for development, implementation, and management of end-user support initiatives relevant to unit goals including incorporating state of the art technologies for enhancement or discovery purposes.

Responsible for learning management system technical upgrades and project management across constituents and service providers.

Provide end user support for standardized software installation, including training, troubleshooting and problem resolution.

Coordinates and ensures that quality customer service is provided to students, faculty, and staff Assist other members and functions of the Information Services department as required.

Maintains procedures and policies to ensure the security and integrity of online learning management system resources and services.

Assists in the implementation of institutionally appropriate and effective disaster recovery plans.

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

Continually develop and maintain technical skills to ensure high quality levels of technical support for end users.

Monitors the daily flow of work and production of support staff.

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***

Assists with University or community related services that may indirectly impact institutional goals or initiatives.

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. Advanced degree or technology/network systems/help desk certifications preferred.

### ***EXPERIENCE***

Five years experience in Information Technology systems with customer service emphasis in instructional technologies. An equivalent combination of experience, education, or training may substitute for any of the education/experience requirements. Previous supervisory experience, Help Desk, field support, or telephone support experience in a higher education setting preferred. Public speaking experience preferred.

## **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

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

Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical, professional, or customer service discipline.

Requires in-depth analysis to interpret and evaluate obscure/vague information in the development of new solutions for complex technical/managerial/customer service challenges.

Knowledge of modern computing, networking and communications systems with a requirement for frequent study and training to remain current.

Positive track record of successful communication and problem-solving skills.

Requires the ability to conduct analysis of technology systems and services and apply quality assurance concepts and procedures.

Familiar with business principles and industry-specific terminology.

Committed to providing quality customer service.

Requires good conflict resolution and mentoring skills.

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

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

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

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

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

Ability to represent the department and University in a friendly, courteous, and professional manner.

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.

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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. May be required to sit for long periods of time. 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. While performing the duties of this position, the employee may be required to travel.

### **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.***

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***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.***