



## Job Title: Information Technology Manager

### CLASSIFICATION DESCRIPTION

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**Department:** Varied  
**Pay Grade:** 119  
**FLSA Status:** Exempt  
**Remote Work Eligible:** Yes

### JOB SUMMARY

This position is responsible for planning and implementing technical services operations including enterprise level applications, network infrastructure, telecommunications, technology support, help desk, and data center operations. Responsibilities include: participating in the planning of College-wide systems, infrastructure and related technology items; managing daily project activities; participating in budget development and management; managing contracts/leases; and recommending policy and procedure modifications. May manage the team maintaining the Peoplesoft Campus solutions, Finance, HR, and Interaction Hub (portal) database systems; may manage multiple technology support areas and troubleshoot and resolve problems; may direct, plan, administer, and oversee technical services operations including network infrastructure, telecommunications, and data center operations; may plan, oversee, and administer information technology projects; and may manage the analysis, application design, development, and support for the academic technology team to ensure student academic success.

### DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

### ESSENTIAL JOB FUNCTIONS

- Develops and monitors comprehensive project work plans; manages project scope, schedule, and key metrics; allocates resources; troubleshoots project plans and implements solutions; evaluates project performance; and mitigates risks.
- Develops project management methodologies and other applicable project management tools to enhance project management practices and increase the ability of project leads to complete projects on-time, within budget, and within agreed upon scope.
- Develops and maintains internal and external relationships; participates in/on a variety of meetings, committees, task forces, and/or other related groups to communicate information regarding programs, projects, areas of opportunity, and/or other information.
- May manage the team maintaining the Peoplesoft Campus solutions, Finance, HR, and Interaction Hub (portal) database systems; plan, coordinate, and work on upgrades, server infrastructure upgrade projects, and service maintenance; manage new/existing integrations with third-party vendors; and direct/train team members.

- May manage multiple technology support areas: Helpdesk, Tech Support Team, Virtual Desktop Infrastructure Team, and Audio & Visual Team; allocate resources; troubleshoot project plans; implement solutions; evaluate project performance; and mitigate risks.
- May participate in the planning of College-wide infrastructure and related technology items; coordinate network and infrastructure equipment refresh schedules; perform a variety of negotiations with related service and supply vendors; and evaluate vendor reliability and pricing.
- May develop technology strategies and direction for the team; evaluate systems and projects to determine which technology fits best with requirements; manage project testing and deployment; track down errors; and fix bugs.
- May develop applications and infrastructure support for the academic technology team; build pipelines and GIT repositories; release deployments; conduct configuration; grant user permissions; and author technical and user documentation.
- Monitors and tracks budget such as: maintaining balances; approving expenditures and disbursements; researching discrepancies; and preparing related financial reports.
- Performs other duties as assigned.

### **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

Bachelor's degree in information technology or a related field; five (5) years of related work experience in area of responsibility; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### Knowledge of:

- Project management principles, practices, and tools;
- Project conception/initiation, planning, execution, monitoring, and closing;
- Management and leadership principles;
- Budget administration principles;
- Program management principles;
- Policy and procedure development practices;
- Supervisory practices;
- Networking and server configuration and operation principles;
- Computer language and programming concepts; and
- Computers and related software applications such as PeopleSoft.

#### Skills in:

- Supervising and evaluating employees;
- Organizing;
- Planning;
- Assessing risks;
- Analyzing;
- Solving problems;
- Developing policies and procedures;
- Managing multiple projects and programs simultaneously; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

#### Ability to:

- Prioritize and assign work;
- Monitor and evaluate work;
- Pay attention to details;
- Multi-task;

- Work with diverse groups;
- Identify alternative solutions to problems and implement solutions; and
- Communicate technical information to non-technical audiences.

## **CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS**

Some positions may require certification in specific equipment and/or software installation and maintenance.

## **PHYSICAL DEMANDS**

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

<b>Physical Activities</b>		<b>Physical Activities</b>	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.	<u>X</u>	Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.		Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	<u>X</u>
Kneeling – bending legs at knee to come to rest at knees.	<u>X</u>	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

## **TYPE OF WORK**

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

## **WORK ENVIRONMENT**

May be required to work hours other than the regular schedule including nights, weekends, and holidays.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.*

***St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.***