University of North Texas
Job Description

Purpose/Description

This position provides strategic planning and operational oversight of multiple areas in information technology. Works with a variety of internal and external stakeholders to ensure effective and efficient operations, including formulation and approval of service goals, policy development and approval, compliance with associated regulations, staff supervision, and budget development to meet school/college and University goals.

Representative Tasks

- Plans, designs and implements short and long term strategies and plans for assigned areas in support of institutional and department goals and strategic initiatives. Manage associated budget(s) including tracking expenditures, approving routine purchase requests, and developing annual budget plans and providing recommendations.
- Directs daily activities of assigned areas. Develops, manages, and evaluates staff, providing guidance, professional development and work direction as required.
- Evaluates department effectiveness and implements changes as needed. Develops service delivery metrics and outcomes measures to ensure effective provision of services and reports performance on a monthly basis.
- Oversees the development, revisions and administration of policies, procedures and processes for assigned areas.
- Resolves complex issues of a multi-disciplinary nature regarding employee concerns, university policies, and employment law.
- Performing technical functions as necessary to manage or support the operation of the HPC systems and RSS services.
- Maintains an understanding of best practices including emerging trends and technology in assigned area and ensures the best use of current technologies in support of related initiatives.
- Partners with relevant stakeholders to accomplish department and university goals. Represents the department on committees and to internal and external constituents.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties or job may change over time in accordance with the ongoing needs of the Department.
**Job Title:** Director, IT Support  
**Job Code:** 46350  
**Grade:** 13B  
**Job Function:** Information Technology  
**ORP/TRS:** TRS  
**Job Family:** Application Support  
**FLSA:** E

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**Supervision**

*Received:* Work completed independently with minimal guidance. Assignments are made in terms of broad practice, precedents, policies and goals. Work may be reviewed for fulfillment of department objectives, and conformance with policies and regulatory requirements.

*Given:* Typically manages professional employees and/or supervisors. The job has full management responsibility including the management of numerous teams of managers/professionals, planning for the teams' future needs and operations. There is financial accountability for independent budgets and management through subordinate managers of a sizeable team of professionals.

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**Education and Experience**

Bachelor’s degree in related field and seven years of related computing work experience; or any equivalent combination of education, training. The following knowledge, skills, and abilities are required:

- Considerable knowledge of principles of computing and/or communications networks, and characteristics of computing hardware and software used in computing environments, preferably higher education.
- Strong oral and written communications skills.
- Ability to analyze varied courses of action and participate in strategic planning.
- Ability to establish and maintain effective working relationships.
- Ability to work with considerable independence and initiative.

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**Licenses, Certificates or Registration**

*Required:* N/A

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**Physical Job Requirements**

While performing the duties of this job, the employee is regularly required to use fingers and hands to feel, grasp, operate or handle objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include ability to adjust focus.

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**Work Environment**

While most work in climate-controlled, indoor environments, there are several circumstances in which one might work outdoors or outside of the campus grounds. Indoors, outdoors, change in temperature/humidity, excessive noise, using computer/computer monitor screen, works around others, works alone, works with others.