UNIVERSITY OF WISCONSIN-SUPERIOR  
POSITION DESCRIPTION  

Working Title: Technology Services Outreach and Project Manager  
Hays Hill Title: Information Systems Specialist, Associate  
Reports to: Director, Information Technology  
Position Details: Academic Staff, 100%, Annual, Renewable  

Position Summary: The IS Technical Services Senior provides technology user support services for the UW-Superior faculty, staff and students. This position functions as a core professional team member of Technology User Support Services. The team provides high quality front-line user support for a wide range of computer and/or multimedia systems used for teaching and learning such as academic and administrative software use, multimedia computer and audio/visual technology, assistive technology, and technology loan services. 

This position will provide the campus community technology software consultation, training, and support for our existing and emerging software library with an emphasis on collaboration software titles including SharePoint and other Office 365 offerings. This position will be responsible for providing regular campus outreach opportunities and will manage all communications including the delivery of technology security messaging. This position will provide business analyst tasks including requirements gathering, lean process mapping and will provide research for the IT management team into technology solution options and assist in project management. 

Duties and Responsibilities:  
1. University-Wide Documentation, Training and Communication  
   a. Research and prepare recommendations for various audiences (students/faculty/staff) regarding software resources  
   b. Develop communications targeted at UW-Superior audiences using various methods; PowerPoint, documents, small and large group presentations  
   c. Supervise or conduct training for University students, faculty, and staff in the technical and operational aspects of new software  
   d. Manage production of Technology Services departmental communications with the campus and various constituencies  
   e. Provide input into the annual strategic planning process and coordinate the annual report process  
2. Operational Support and Investigation of Problem Areas Campus-Wide  
   a. Develop and maintain expertise in software applications utilized by the University and by UW System  
   b. Develop and maintain standards and a framework for internal documentation of software systems housed in various units and departments campus-wide  
   c. Work with individuals in user departments and members of the Technology Services staff to obtain necessary information to define problems and present alternative solutions  
   d. Resolve problems by applying software and hardware expertise, product testing and research, or consultation with Technology Services staff, vendors, or outside experts  
   e. Perform ongoing research into new tools, versions of SharePoint, and other digital workplace solutions  
3. Management and Consultation on Software Systems Implementations  
   a. Evaluate university-wide software implementation needs, identifying potential needs and problems  
   b. Recommend and manage the implementation of university-wide software  
   c. Work with outside consultants and vendors to develop realistic project plans and keep various software projects on schedule and focused on action plans  

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d. Manage emergencies and lead steering committee and executive sponsor meetings as needed
e. Make recommendations and provide feedback to the Technology Services Management Team on software projects regarding university supported software and operating systems
f. Provide consulting support for campus administrators and faculty on the use of software systems to meet operational needs
g. Develop and enforce application standards and procedures to ensure consistent system design and documentation for rolling out software systems
h. Develop and provide guidance for testing software processes including, but not limited to, test scripts, and documentation to track testing for various functional departments

4. Professional Development & University Service
a. Participate in activities such as workshops, conferences, classes and self-instruction to keep abreast of the latest developments and technical advances in the industry.
b. Participate in activities such as meetings, workshops, classes, self-instruction for professional development.
c. Maintain knowledge of campus technology strategies and standards through active participation in campus user groups and committees.
d. Complete mandatory trainings
e. Attend campus meetings and events

5. Miscellaneous
a. Provide backup to other members of the Technology Operations team
b. Scheduled rotation at the IT HelpDesk
c. Potential supervision of student employees
d. Determine staffing requirements and hire students as needed to assist with project implementation, technical writing, and research
e. Maintain relationships with Technology Service vendors
f. Actively participate in the campus information security team
g. Other duties as assigned

Knowledge, Skills, and Abilities:
- Knowledge of operating systems and network concepts, protocols, tools, environments and administration; switching, wireless and WAN technologies; CISCO ISO.
- Knowledge of computer hardware and software, installation, maintenance and support (applications include word processing, spreadsheet, data base, digital sound editing, and video editing).
- Ability to analyze the advantages of new technologies and to select the most appropriate and economical technology to satisfy business needs and service goals.
- Knowledge of project management principles, methods and practices.
- Knowledge and possession of high professional standards and a personal code of ethics characterized by honesty, integrity, openness and fairness.
- Ability to communicate effectively, both verbally and in writing; skilled in organization and planning, setting priorities, follow-through, creative problem solving, and flexibility in dealing with multiple tasks.
- Ability to work cooperatively and collaboratively.
- Ability to communicate and establish relationships with students, faculty, and staff of a diverse background.
- Effective leadership and teamwork skills.
- Ability to manage, operate, and coordinate projects in an effective and efficient manner.
- Ability to resolve conflicts in a collaborative and proactive approach.
- Ability to make a commitment to customer service with a willingness to provide a supportive environment for students, faculty, and staff.
- Ability to carry 40 pounds of computer or audio/video equipment.

**Required Qualifications:**
- Associate’s degree in technology related field
- OR 3 years of experience working in a technology related field

**Preferred Qualifications:**
- Bachelor’s degree in a technology related discipline
- Experience in a call center setting
- Experience and success consulting with staff regarding software usage
- Experience in presenting trainings to end users in a one-on-one or group setting
- Experience in conducting successful software implementations