

Manager of Technology Services, Minneapolis Campus
The University of St. Thomas

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Posted Jul. 19, 2019, set to expire Nov. 18, 2019

Job Title	Manager of Technology Services, Minneapolis Campus
Department	
Institution	The University of St. Thomas St. Paul, Minnesota
Date Posted	Jul. 19, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Information Technology
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Job Description

Manager of Technology Services, Minneapolis Campus

OVERVIEW

The University of St. Thomas invites qualified candidates to apply for a Manager of Technology Services, Minneapolis Campus position within the Information Technology Services Department.

The University of St. Thomas embraces diversity, inclusion, and equal opportunity for all. Our convictions of dignity, diversity and personal attention call us to embody and champion a diverse, equitable and inclusive environment. We welcome applicants of diverse races, ethnicities, geographic origins, gender identities, ages, socioeconomic backgrounds, sexual orientations, religions, work

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experience, physical and intellectual abilities, and financial means. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. This commitment is consistent with our mission to inspire our students, using the Catholic intellectual tradition, to think critically, work skillfully, and act wisely – all for the common good. A successful candidate will possess a commitment to the ideals of this mission.

JOIN OUR COMMUNITY

The University of St. Thomas offers a competitive and comprehensive benefits program, which includes:

- Up to 100% tuition remission for employees, spouses, and dependents upon eligibility
- A generous Employer retirement contribution of 9.4% of annual salary upon eligibility
- Medical, dental, and vision options
- Employer-paid disability, life, and AD&D benefits

JOB SUMMARY

The Manager of Technology Services for the University of St. Thomas, Minneapolis [MPLS] campus is responsible for the oversight of all aspects of ITS service delivery in MPLS. This person directly supervises departmental support technicians to develop, manage, and implement technology vision and oversee day-to-day third tier technology support. Student employees will also report directly to this position in support of tech desk operations, classroom technology support, and an in-person walk-up technology help desk. The Manager will also assist by providing work direction and quality assurance for tier two, full-time rapid response, audio-visual, or event support employees who are supporting technology for the campus.

A service team environment should be promoted between the support staff to encourage open communication, and the sharing of knowledge to further the quality of work delivered. The Manager will set the expectations and culture for support operations on the MPLS Campus by: Creating and distributing reports to demonstrate progress, and to bring attention to areas where more effort should be applied to ensure quality of service. Evaluating and strategize ways to mature the team's implementation of service management. Holding MPLS staff meetings to bring attention to successes and to coordinate improvement.

The Manager of Technology Services, MPLS provides technology vision and leadership for five colleges and various departments including the Opus College of Business, Dougherty Family College, School of Education, School of Professional Psychology, and the School of Law. The Manager will

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analyze business processes, pedagogies, requirements, and data in order to research technology solutions and translate to ITS initiatives that will significantly improve the academic and administrative environment at the Minneapolis campus. This position is the liaison between ITS and the Minneapolis colleges, maintaining positive relationships with college Deans, faculty, administrators, and students in order to ensure that ITS understands UST-Minneapolis technology needs and keeping UST-Minneapolis informed about ITS initiatives.

ESSENTIAL FUNCTIONS

1. Coordinate the on-going support for services and application offerings adopted by the Minneapolis colleges, and manage the third-tier technology support team.
2. Provide guidance and coaching for MPLS staff to ensure that they are following established, and newly formed ITS procedures for service management (ITSM Process, meets Service Level Agreements, ITSM tool usage, Project Management, etc.), and ITS communication guidelines, while staying current and informed about customer communications and technology trends.
3. Manage ITS Student Employees, providing support for the MPLS campus.
4. Coordinate communication between the staff and facilitate a team environment through collaboration and sharing data. (Hold staff meetings, promote tools to encourage communication, distribute reports, encourage documentation within the knowledgebase, etc.)
5. Manage projects and initiatives as needed.

QUALIFICATIONS

Minimum Qualifications

B.A./B.S.in a relevant field

Five (5) years relevant technology leadership experience

Demonstrated leadership ability with skills in management, negotiating, strategic planning, and budgeting

Experience in leading and managing information resources and technology services in a team-based, rapidly changing, collaborative environment

An equivalent combination of education and experience from which comparable knowledge and skills have been acquired may be substituted.

HOW TO APPLY



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On the University of St. Thomas Jobs page, follow the instructions to complete an online application which includes uploading a resume and copy/pasting a job specific cover letter.

In light of its commitment to create and maintain a safe learning and working environment, employment with the University of St. Thomas requires consent and successful completion of a background screening.

The University of St. Thomas, Minnesota Human Resources Department advertises the official job listing on its website at www.stthomas.edu/jobs.

The University of St. Thomas is an Equal Opportunity Employer

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact