POSITION ANNOUNCEMENT

JOB TITLE	ASSISTANT DIRECTOR OIT, UB NORTH
TYPE OF VACANCY	MID-MANAGER
DEPARTMENT/UNIT	OFFICE OF INFORMATION TECHNOLOGY – UB-NORTH
REPORTS TO	CAMPUS PRESIDENT, UB-NORTH

SUMMARY: The Assistant Director has supervisory responsibility for Computer Technicians at the UB North Campus and oversight for team planning. Support and maintenance of mobile devices, desktop and laptop computers, printers, scanners and multifunction devices, software, network components (LAN, WAN, Wi-Fi), audiovisual and lighting equipment, tools and accessories.

The Assistant Director sets performance standards for tasks, jobs and roles of personnel and from time to time will demonstrate the use of audio-visual equipment and software for presentations, classroom lectures, or meetings.

DUTIES & RESPONSIBILITIES: The position of Assistant Director OIT, UB North is required to perform a variety of tasks including, but not limited to, the following:

➢ Coaches, resolves issues and serves as a link within and between team(s) and management;

➢ Provides and identifies training for team members;

➢ Completes reports, performance appraisals, absentee forms, etc. and submits them to supervisor for approval/review;

➢ Assists with hiring processes and new team member training;

➢ Assists with estimating/projecting needs for: Local, remote (point-to-point) and direct to internet bandwidth/throughput; and cloud and network storage;

➢ Establishes policies and procedures necessary for the department to provide stable enterprise mission-critical services;

➢ Acts as project manager for multiple projects requiring collaboration and interaction with others;

➢ Manages a centralized PC image server (i.e. image library);

➢ Ensures that installations, configurations, deployments, decommissioning and upgrades of mobile devices, desktop and laptop computers, printers, scanners and multifunction devices, software, network components, audiovisual and lighting equipment, tools and accessories are completed, using standard business and administrative practices. (He/she may be called on to assist with or carryout these tasks);

➢ Ensures that routine and ad hoc cleaning, maintenance, and repair of mobile devices, desktop and laptop computers, printers, scanners and multifunction devices, software, network components, audiovisual and lighting equipment, tools and accessories are completed (He/she may be called on to assist or carryout these tasks);

- Understands individual project priorities, resource commitments, tasks, schedules and milestones so as to facilitate the coordination of priorities and resource assignments between multiple projects;

- Works with technical and functional staffs to coordinate and commit resources to reasonably meet expectations;

- Communicates within and between OIT, functional offices/unit and 3rd party consultant/vendors on the current status of projects; any changes in priorities, resources or task sequences that impact other projects; and, any other conditions that may impact previously established commitments or expectations;

- Communicates clearly with all university community, keeping the university community informed of upgrades and service outages;

- Provides second and third level support and act as a point of escalation for OIT personnel attempting to resolve service issues/complaints assigned by the Help Desk and advise on the steps or actions needed to resolve problems;

- Updates tickets in the Help Desk ticket system with status update(s), resolution and hardware information (model, serial no), where appropriate and when necessary, decommission hardware, and escalate ticket(s);

- Recommends appropriate purchases of needed hardware, software and component for all enterprise mission critical services and functions consistent with approved strategic plans and budgets;

- Actively participates as a member of the OIT management team providing input, assessment and direction;

- Assists in the performance of routine tasks on network and communications systems hardware and software, data backup and recovery, mobile device/smartphone hardware;

- Develops and continuously improves standard operating procedures and monitoring activities to influence the delivery of high-quality services and technology solutions;

- Documents all software/hardware changes/updates according to standards/procedures and keep Help Desk informed of all change activities;

- Assists with the creation and maintenance of an institution-wide disaster recovery and backup testing plan;

- Liaises with third-party vendors, consultants, system analysts, network and system engineers to provide necessary information;

- Responds to (assists with) security threats;

- Performs other related duties, as assigned.

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REQUIREMENTS:

- ➢ Excellent problem solving skills;
- ➢ The capability to work well in high-pressure situations;
- ➢ Great written and verbal communication ability;
- ➢ The willingness to learn the technical skills needed to manage UB's network and communications systems, including use of network monitoring software and database software.

QUALIFICATIONS:

- ➢ Bachelor's degree or higher in IT or Electronics related field;
- ➢ At least 5 years of IT support IT service lead experience.

Experience in the following:
- ➢ Help Desk environment and ticketing system;
- ➢ Imaging client devices and backup/restoration of user data;
- ➢ Active Directory and Windows networking technologies;
- ➢ Microsoft Operating Systems, Office Applications and PC hardware printers, scanners, etc.;
- ➢ Cisco and Netgear CLI, routers, switches and firewalls

Salary Grade	AD-II
Date Published	May 13, 2021
Application End Date	May 27, 2021
Date to be Removed	May 28, 2021

Requested Information: Interested applicants should submit the following electronically to the Human Resources Department (*noting the position in the subject field of the email*), via the email address below:

- ➢ A cover letter of interest highlighting work experience and accomplishments relevant to the position;
- ➢ Current Curriculum Vitae or Resume;
- ➢ Copies of Qualifications and Certificates;
- ➢ At least three (3) written, professional references.

Email Address: **hrapply@ub.edu.bs**
Subject: **Assistant Director, OIT – UB-North**
Attn: **Vice President, Human Resources**

The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the Assistant Director, OIT – UB-North.