

POSITION DESCRIPTION



HIGHER LEARNING COMMISSION

Job Title: Associate Director of Information Technology

Date: September 1, 2021
Department: Information Technology
Supervisor: Director of Information Technology
FLSA Status: Exempt
Supervisory: No direct supervision

Position Overview

The Associate Director of Information Technology is responsible for coordinating complex technology systems, facilitating development and maintenance of internal- and external-facing applications, and directing IT projects to meet business objectives, operational goals and key business priorities. Working closely with the Director of Information Technology, the Associate Director creates and maintains product roadmaps, integration strategies, internal procedures, documentation, budgets and policies related to critical technology systems. The Associate Director also works with other IT staff, contracted vendors and stakeholders to oversee various applications, systems and projects. The Associate Director of Information Technology facilitates product management and governance, administers project management tools, carries out application testing and quality assurance, provides technical support, and performs related duties as assigned.

Duties and Responsibilities

- Applies expert-level knowledge of software systems development and project management processes across multiple complex projects
- Translates business needs into technical product requirements in consultation with internal and external stakeholders
- Coordinates with internal and external teams to define project deliverables and ensure timely completion
- Manages and maintains relationships with vendors, agencies and other external business partners
- Develops product roadmaps in alignment with organizational objectives and stakeholder input
- Creates testing plans and performs application testing as directed for issue resolution, new enhancements and new application development
- Identifies opportunities for product improvements and enhancements, holistically across systems
- Sets and manages expectations of users and other stakeholders with respect to scope, timeline and cost
- Develops and documents processes and procedures in collaboration with project teams and subject-matter experts
- Prepares documents, including customized reports, presentations, proposals and correspondence, as needed
- Provides technical support to members and internal users regarding business applications and processes
- Creates technical and process documentation in partnership with vendors, subject-matter experts and project teams

- Serves on various committees within the organization in leadership and supporting roles
- Communicates across a wide variety of audiences with varying degrees of technical skills
- Provides information to assist with the Information Technology budget process
- Collaborates with others across the office to assure alignment with other HLC processes
- Collaborates in developing and supporting HLC programs, services, projects and initiatives as assigned
- Delegates tasks as needed to User Support Specialist
- Participates in orientation and training of staff
- Provides back-up to others on team as assigned
- Maintains technology skills needed for position and adapts to technology changes as required
- Performs other duties as assigned

Qualifications and Competencies

- Bachelor's degree demonstrating the ability to perform the duties and responsibilities as described is required
- 7–8+ years of software development lifecycle experience and working in complex enterprise environments
- 3–4+ years in product management, leading matrix teams on multi-year software development initiatives
- Familiarity with service-level management concepts (ITIL certification preferred)
- Strong project management background using waterfall, agile, and hybrid methodologies (PMP certification preferred)
- Experience leading and directing in-house and offshore development teams
- Advanced problem-solving, analytical and organizational skills and a demonstrated expertise in troubleshooting
- Ability to work successfully with diverse cross-functional teams in a high-paced environment
- High level of competency with Mac OS X, Windows and Microsoft 365
- Experience with formal Business Process Modeling tools and techniques
- Experience in Salesforce or similar CRM is preferred
- Understanding of TCP/IP, DNS, DHCP, VPN, and VM configurations
- Preferred experience with: SQL (SQL Server, MySQL), Email Systems, Linux / Unix, PHP, .Net, Analytics/Business Intelligence, MS Azure, SharePoint, Teams
- Demonstrated college-level written and verbal communication skills
- Ability to multitask and to work independently and collaboratively
- Demonstrated time management and organizational skills
- Demonstrated flexibility, dependability and responsibility
- Ability to adapt to ever-changing priorities
- Experience in engaging teams and managing their workflow

The information in this position is intended to generally describe the duties and responsibilities and qualifications and competencies of the above-named position. This position is not an exhaustive list of all the responsibilities and requirements of the position. HLC reserves the right to modify this position description at any time.