Position Description
Director of Information Systems

To apply for this position, you should submit:

1. KWU Employment Application
2. Cover letter,
3. Resume/curriculum vitae,
4. Three references,
5. Desired salary (may be entered on application)
6. Please email your application materials to hr@kwu.edu.

The timeline for filling this position is:

- Applications will be taken until the position is filled.
- Interviews will begin when qualified applicants are identified and continue until a hiring decision is made.
- The position starts as soon as possible.

KWU is an Equal Opportunity Employer and encourages diversity in employment. We will check references of past employers and personal references. We will acknowledge receipt of your application as soon as we receive it.

ADMINISTRATIVE INFORMATION

POSITION'S TITLE: Director of Information Systems

POSITION'S OPERATING GROUP: Information Systems

OPERATING GROUP'S PURPOSE AND MAJOR RESPONSIBILITIES: We are seeking a dynamic and experienced Director of Information Systems to assist our I.S. department and ensure the smooth operation of our technological infrastructure. The ideal candidate will have a strong background in Jenzabar One support, software and application support, database administration, Cognos and Infomaker report writing, along with expertise in managing a wide range of I.S. systems and services.

POSITION'S DIRECT SUPERVISOR: Assistant Vice President of Information Systems

DATE POSITION LAST REVIEWED OR ANALYZED: March 2024, reviewed by Executive Vice President for Advancement and University Operations, and Human Resources.

POSITION'S EMPLOYMENT CLASSIFICATION: Full-Time, Salaried/Exempt (technology exemption), Staff, At-Will

POSITION'S SALARY OR SALARY RANGE AND BENEFITS: Salary to be determined at hiring based on the person's qualifications and experience. Benefits are dependent on the job's employment class and employment status.

POSITION INFORMATION

POSITION SUMMARY: The Director of Information Systems will play a pivotal role in ensuring the efficient functioning of our technological infrastructure. They will oversee various aspects of information systems management, including technical support for Jenzabar One, software and application maintenance, report writing using Infomaker and Cognos, and general IS duties. The ideal candidate will possess a strong background in Jenzabar One administration, database management, and expertise in managing a diverse array of IS systems and services.

Responsibilities will include providing technical support for Jenzabar One, coordinating software updates and patches, designing and maintaining reports to meet departmental needs, and offering strategic leadership to align technology initiatives with organizational objectives. The Director will also manage system administration tasks, including virtualization infrastructure, access control systems, camera systems, wireless systems, and phone systems, while ensuring compliance with security standards.

POSITION WORKS WITH: This job works with all faculty, staff, and students at the university.
POSITION'S STAFF AUTHORITY: I.S. Department Staff
POSITION'S PHYSCIAL WORKING CONDITIONS: Majority of time spent in a temperature-controlled office environment and/or classroom/faculty offices.
POSITION'S UNUSUAL HAZARDS OR WORKING CONDITIONS: None
POSITION'S EQUIPMENT: All university hardware and software
POSITION'S WORK SCHEDULE: A work schedule of approximately 40-45 hours per week based on university needs.
TRAVEL REQUIREMENTS: None

POSITION DUTIES AND PERFORMANCE STANDARDS

POSITION'S ESSENTIAL RESPONSIBILITIES:

The Director of Information Systems is responsible for all technical decision making, student information systems, maintenance, oversight of tech support and helpdesk, technology purchasing, and anything else computer- or network-related.

- Provide technical support and troubleshooting for Jenzabar One, including system configuration, customization, and integration.
- Stay updated with new releases, features, and best practices related to Jenzabar One.
- Management of Student Information Systems.
- Oversee the support and maintenance of various software applications used across the organization.
- Coordinate with vendors and internal teams to ensure timely updates, patches, and enhancements.
- Develop and implement protocols for software deployment, licensing, and usage.
- Design, develop, and maintain reports using Cognos and Infomaker to meet the reporting needs of different departments.
- Provide strategic direction and leadership for the I.S. department, aligning technology initiatives with organizational goals.
- Aruba Wireless Network: Support and troubleshoot wireless connectivity issues for the campus community.
- Support of classroom/conference room technology, including but not limited to:
  - Televisions and Hybrid classroom technology
  - Zoom Room (hardware and software)
  - Computers and tablets
  - Lecture capture systems
- Oversight of the campus camera security system--camera hardware, software, server (Verkada, Amcrest and Axis), and authorized end user access.
- Ensure functional Help Desk support for 1300-1600 users, troubleshoot software, hardware, and user issues. Assist students and employees with network and wireless connectivity while working within the campus community to promote excellent customer service, effective response times and provide expert insights into general support issues.
  - Administer Salto Access Control, Verkada camera systems, Aruba Wireless systems, and Avaya phone systems, including configuration, troubleshooting, and upgrades.
  - Provide technical support and assistance to end-users across the organization, resolving issues promptly and effectively.

- Manage and support VMware virtualization infrastructure, ensuring stability, scalability, and performance.

Additional Responsibilities:
- Exercise discretion and independent judgement in the interpretation of university policies, especially when to grant exceptions to deviate from university or departmental policies. Serve as support for all other campus systems, including, but not limited to, the list below:
  - University backup systems.
  - Infomaker and Cognos report writing.
  - Jenzabar Administration.
  - Office 365 Administration.
  - Server Administration.
  - Campus Xerox and printing Contracts.
  - Network file sharing system.
  - Attend training to develop and maintain relevant knowledge, techniques, and skills.

POSITION QUALIFICATIONS

EDUCATION:
- MINIMUM REQUIRED: Bachelor's Degree, or equivalent, in a computer science/technology, engineering technology or information systems major.

WORK EXPERIENCE:
- 5+ years' experience in network management/development.
- 5+ years' experience in PC maintenance, troubleshooting, and repair.
- 5+ years' experience in Help Desk operations and software troubleshooting.
- 5+ years of IT project management experience

PREFFERRED QUALIFICATIONS:
- Strong IT management, project, management, and planning skills.
- Experience working with delivery of online instruction and training.
- Strong proficiency in Jenzabar One administration, software support, and database management.
- In-depth knowledge of VMware, Salto Access Control, Verkada security cameras, Aruba Wireless
- Experience with Infomaker and Cognos report writing.

CERTIFICATIONS/LICENSES:
- MINIMUM REQUIRED: None

MINIMUM SKILLS, ABILITIES, and ATTITUDES (KSAA'S):
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Skills
  - Excellent customer service, interpersonal, and problem-solving skills.
  - Excellent communication skills, both written and verbal. Ability to communicate technical concepts to a non-technical audience.
  - Experience with hardware, software, programming, accounting systems, network design and infrastructure, vendor relations and negotiations, budgeting, and staff development.
  - Detail-oriented with strong organizational skills.

- Abilities
    - Ability to use tools/techniques for virus detection.
    - Must be able to exercise common sense in business decisions.
- Attitudes
    - Philosophical alignment with the mission and vision of Kansas Wesleyan University.
    - A positive attitude toward your job and employer.
    - An attitude geared toward delivering constant and consistent great service to internal and external customers.

NOTICE OF SPECIAL JOB OR EMPLOYMENT REQUIREMENTS

1. THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHESIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS JOB. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of Kansas Wesleyan University, all employees of Kansas Wesleyan are to be considered as an "at-will" employee.
3. All employees of Kansas Wesleyan University are considered "responsible employees" pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. To fulfill its mission as a United Methodist affiliated institution, preference in hiring shall be given to persons who can affirm the Institution's mission.
5. All "offers of employment" are subject to a criminal background check prior to employment.