Title: Director, Academic Information Technology and Libraries (AIT&L)  Pay Scale Group: 21

Essential Function

Under general supervision from a designated administrator, responsible for the administration, development, and directing the activities of IT Customer Services and Circulation, including strategic and fiscal planning.

Characteristic Duties

- Administer, develop, and direct the activities of IT Customer Services and Circulation, including strategic and fiscal planning (e.g., circulation services, computer labs, desktop support services, electronic classrooms, help desk functions, presentation services, room scheduling, video conferencing, and video production.)

- Prepare and manage IT Customer Services and Circulation budget.

- Coordinate configuration, implementation and maintenance of wireless network recommend system and software upgrades/enhancements, equipment purchases.

- Recruit, assess and train direct reports.

- Monitor service activities and quality assurance efforts and provide relevant information (e.g., customer feedback).

- Develop and maintain relevant knowledge and skills through training and attending seminars.

- Represent AIT&L in meetings with customers, vendors, and university departments.

- Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).

- Perform related duties based on departmental need.

Minimum Qualifications

- Bachelor’s degree with seven (7) years experience; -OR- Associate’s degree with nine (9) years experience; -OR- eleven (11) years experience. Degree must be in Library Science or a related field. Experience must be in a related field and include at least three (3) years supervision.

Last updated: January 2007