Title: Director, Information Services

Essential Function
Under general supervision from a designated administrator, direct the planning, execution and day-to-day operation management for all communications, reporting, and system end user training programs.

Characteristic Duties
- Direct the planning, execution and day-to-day operation for all system reporting, communications, and end user training programs.
- Direct the ongoing support of end user reporting services, including data warehousing and analytics.
- Direct the administration of end user system training and manage end user help services and support.
- Develop and implement all internal and external communications plans to manage transition of projects/services from development to ongoing operations (i.e., go lives, upgrade, new services etc.).
- Coordinate all user channels of communication (Help Desk, Liaisons, End Users and IT Coordinators)
- Administer authorization process for system access and coordinate system access request with approvers, training, security and organizational management to insure validity.
- Maintain the website, calendar, related documents and forms of communication (i.e., notices, alerts, financial closings, blackout dates, role request forms, user guides, webinars and other content.).
- Represent the department at internal and external meetings.
- Assist Business Core Systems staff and management with communications needs and serve as a member of the management team.
- Develop and administer appropriate policies and procedures.
- 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 five (5) years experience –OR- Associate’s degree with seven (7) years related experience; OR- nine (9) years experience. Experience must include at least three (3) years supervision.

New: March 2013