Technology Services Manager

WE TRANSFORM LIVES
Everything we do is designed to improve the quality of life of the people in the state of Illinois, across the nation, and around the world. We discover, develop, translate, and disseminate knowledge to address societal concerns and train the next generation of experts and leaders in a way that empowers them to expand the boundaries of science to higher levels of understanding and influence.

Be a part of our story. Through learning partnerships that extend knowledge and change lives, University of Illinois Extension provides educational programs aimed at making life better, healthier, safer, and more profitable for individuals and their communities. Illinois Extension has operated continuously for more than 100 years connecting the citizens of Illinois to their land-grant university by providing educational programming around the state. University of Illinois Extension is based in the College of ACES and works with all colleges and units of the University of Illinois at Urbana-Champaign.

Position Overview
The Technology Services Manager serves as a regular, full time, 12-month position with primary responsibility for providing leadership, direction, and oversight in the areas of Information Technology (hardware and software), network infrastructure, training, and support for the educational outreach mission of Extension, as well as management and supervision of all professional staff within the Extension technology services team.

One full-time position is available.
Location: Urbana-Champaign Campus / Remote work arrangements may be considered (Position will be housed at the Urbana-Champaign Campus or a remote work arrangement will be established)

- Provide leadership, direction, and oversight for all of the Extension technology services team. This includes client communication and services, as well as analysis/evaluation in the areas of Extension technology service initiatives, equipment/hardware needs, budgeting, security, and training. Make recommendations to the Extension Director of Information Technology (IT) and implement changes in these areas when applicable.
- Lead and provide direction on hardware, software, and technology infrastructure projects from conceptualization/development to implementation to evaluation.
- Provide direct supervision of all Extension technology services professional staff, including leadership and planning, training, conducting performance evaluations, approving time/leave, and assigning/evaluating work.
- Oversee and manage support for hardware, software, and technology infrastructure and systems.
- Provide direction and enforce standards for use and security of network, computers, mobile devices, and data.
- Ensure secure and consistent backup of network data for all of UI Extension, which includes approximately 700 employees across the state of Illinois.
- Oversee inventory of equipment connected to network for all of UI Extension.
- Lead the integration new and existing technology into local workflows for field and campus units within Extension.

Application Due
August 31, 2021

Proposed Start Date
As soon as possible after the closing date

Salary
Commensurate with experience and qualifications

To Apply
Go To: http://go.illinois.edu/148324
Log in to your account and upload a cover letter and resume, as well as the names and contact information of three professional references

More Information
The position is a full-time, benefits eligible, Civil Service Information Technology Manager position appointed on a 12-month service basis. Generous vacation and sick leave. State Universities Retirement System. Group health, dental, vision and life insurance.

This is a security-sensitive position. Comprehensive background checks, including but not limited to a criminal conviction information check, and a review of the Registered Sex Offender list, will be conducted.
• Collaborate with clients to develop and document hardware, software, technology infrastructure, and training requirements. Coordinate and collaborate with other IT units in the College of ACES and University, as necessary, to ensure efficient use of resources.
• Strategize and coordinate as needed with Extension Communications and within Extension IT groups.
• Communicate with Extension campus and field staff regarding hardware, software, infrastructure, training, metrics, and impacts.
• Develop action plans and anticipate impact by monitoring technology utilization, client satisfaction, and other factors. Lead the Extension IT team in this area in order to maintain high levels of customer service and optimal technology deployment in support of Extension’s mission.
• Develop and implement plans for continued professional growth and competence.
• Monitor, maintain, and update Extension WAN, including VPN, Wireless, and ISP connections, and Extension Virtual Machine infrastructure, including Active Directory, File Services, Web Application Services, Endpoint Management, and Printing.
• Provide Tier 2 support for Extension services by responding in a timely manner to questions and requests for assistance; provide professional advice and assistance to administration and staff regarding technical issues.
• Perform other duties and responsibilities to further the mission of Extension as assigned by the Extension Director of IT.
• Work involves significant travel. Personal transportation required. Will involve flexible hours.
• Comply with Affirmative Action/Equal Opportunity policies and guidelines in all aspects of UIE work and responsibilities. Assist Unit staff with data collection for Affirmative Action, Gender, and Targeted reports as needed.
• To perform the functions of this position, the employee will be required to perform work both within an office and outside in the communities that are served, and must have the capability to travel from one location to the other in a timely fashion. Employee is responsible for securing personal transportation. A valid driver’s license is preferred. Some work will be required during evenings and/or weekends. When working, the employee may be exposed to a variety of environmental factors to include, but not limited to, hot or cold weather, exposure to noise and allergens, and uneven ground. In performing the functions of this position, the employee may be subjected to various mental and physical demands as well as to include, but not limited to, independently traveling to and performing work at different locations, lifting and moving items that may occasionally weigh up to forty (40) pounds and frequently weigh up to twenty (20) pounds, and twisting, pushing and pulling movements. More detailed information regarding the functions of this position (including the physical, mental and environmental requirements of the position) may be obtained from Human Resources for the College of Agricultural, Consumer and Environmental Sciences (ACES) by contacting hr@aces.illinois.edu.

Qualifications

Required:
• Six years of progressively more responsible work experience in an Information Technology (IT) related profession, including system and network administration and/or desktop support. College course work with a concentration in Information Technology (IT) in UT Management, or a closely related discipline may be substituted as follows: 60 semester hours or Associate’s Degree equals one (1) year, 90 semester hours equals two (2) years, 120 semester hours or Bachelor’s Degree equals three (3) years.
• Two years of total work experience in a supervisory or lead worker capacity in an IT environment.
• Direct and practical experience with Windows desktop and server operating systems, Windows Active Directory, Microsoft Office Suite, Adobe Acrobat, and web browsers in a higher education setting.
• Project management experience in a multi-client, multi-project technical environment.
• Experience with remote desktop assistance.

Preferred:
• Bachelor’s degree in Computer Science, Information Technology, Telecommunications, or related field.
• At least 1 year of supervisory experience with staff, students, or interns.
• At least 3 years of providing senior IT leadership on a team of IT professionals.
• Demonstrated experience with enterprise architecture systems design, project management, cross-platform systems integration, large-scale migrations, enterprise data storage, and virtual infrastructure.
• Demonstrated experience with endpoint management, computer imaging solutions, software deployment, and at least one (1) scripting language.
• Experience communicating technical material to technical and non-technical users.

Knowledge, Skills, and Abilities:
• Demonstrated strong communication and interpersonal skills and teamwork.
• Knowledge of organizational structure, programs, and culture unique to University of Illinois Extension is preferred.

Application Procedure:
Applications must be received by August 31, 2021. Apply for this position using the “Apply for Position” button (https://go.illinois.edu/148324). If you have not applied before, you must create your candidate profile at http://jobs.illinois.edu. If you already have a profile, you will be redirected to that existing profile via email notification. Please be sure to address how you meet each requirement of the position in your cover letter and/or resume. To complete the application process:
• Step 1) Submit the Staff Vacancy Application.
• Step 2) Submit the Voluntary Self-Identification of Disability forms.
• Step 3) Upload your cover letter, resume (months and years of employment must be included), and academic credentials (unofficial transcripts or diploma may be acceptable) and names/contact information for three references.

In order to be considered as a transfer candidate, you must apply for this position using the “Apply for Position” button. Applications not submitted through this website will not be considered. For further information about this specific position, contact Ashley Grilo (ashleyg@illinois.edu). For questions about the application process, please contact 217-333-2137.