

Information Technology Services GA Position Description

Purpose of Position:

This position will be assisting in the development and implementation of policies, procedures, guidelines, and practices for SMSU ITS. He or she will aid in the development of benchmarks and other instruments (e.g., client satisfaction surveys) with the intention of measuring SMSU ITS effectiveness. In this position if a need does arise other projects may be assigned by the CIO. He or she will participate in the planning for deployment of new services and tools, including training. This position will also assist in keeping the labs in an operational status and managing the student workers in the labs.

Reports to: CIO

Supervises: Student Workers

Principle Responsibilities, Tasks

1. Assist with the Development of ITS Policy, Procedures, Guidelines, and Practices.
 - a. Look at what Policies are needed.
 - b. Research other campuses to see what has been implemented.
 - c. Create policies, procedures, guidelines, and practices and submit to the CIO for review.
 - d. Assist with the implementation of the policy or procedure.
2. Assist in the Development of Benchmark measurements to evaluate ITS success in meeting service quality goals.
 - a. Research ways to perform Benchmarks that will work with the college environment.
 - b. Use other campuses as a resource to determine what to measure
3. Participate in ITS planning processes related to deployment of new services and tools.
 - a. Training Clients (e.g., Admissions)
 - b. Training Support Staff
4. Assist Support Services Manager with management of student workers
 - a. Hiring and training new lab assistants.
 - b. Schedule departmental training as needed.
 - c. Develop ongoing student worker employment plan.