

Technical College System Administrator

Associate Vice President of IT

POSITION SUMMARY

Under general supervision, this position provides leadership to the Office of Information Technology. Oversee and manage the development, implementation, support, and use of all technology within WTCS. Plan and direct the work of employees who develop, maintain and support IT Systems including network, workstations, cyber security, virtual server infrastructure, and complex system-wide data reporting systems. Evaluate the agency needs and provide vision for new IT initiatives. Provide leadership and guidance in the interpretation and development of WTCS policies, federal laws and regulations. Act as the technical authority on all technology at the WTCS.

TIME % WORKER DUTIES AND RESPONSIBILITIES

- 45%** **A. Supervise, direct, and coordinate the system-wide functions relating to the administration and management of WTCS technology, including data systems as well as the data maintained within those systems, virtual server environment, workstations, and the overall security of all WTCS data and technology.**
- A.1 Supervise the planning, development, collection, reporting, and evaluation of data from WTCS districts reported through complex data information systems as required by State statutes to ensure the WTCS ability to effectively and efficiently fulfill its system-wide governance responsibilities.
 - A.2 Oversee the development of IT policies and standards for information technology systems including system design and documentation.
 - A.3 Supervise and manage IT professionals whose major responsibilities include designing, development and maintenance of complex, integrated WTCS data systems.
 - A.4 Supervise and manage IT professionals whose major responsibilities include developing, managing, and supporting workstation lifecycle management, virtual server infrastructure, internal networking, and user support.
 - A.5 Work with organizations and individuals requesting access to WTCS data to ensure requests are in compliance with established research protocols. Determine what data should be provided; ensure the data provided is in compliance with FERPA and any other information disclosure policies. Work to negotiate and draft data sharing agreements.
 - A.6 Ensure data requests which cross Wisconsin education sectors (DPI, UW, WAICU) are in compliance with established data sharing agreements.
 - A.7 Oversee cyber security for all WTCS data and technology.
- 35%** **B. Manage and administer WTCS IT infrastructure including cyber security. Provide leadership, vision and administration for WTCS Virtual Server infrastructure, server hardware, desktop hardware, all WTCS software, backup systems, and networking hardware.**
- B.1 Oversee the administration of the agency server infrastructure, including configuring and managing virtual servers, licensing, and applications.
 - B.2 Provide leadership, vision, support and administration for the agency desktop environment, including laptops and conference room equipment.
 - B.3 Provide leadership, and oversight of the agency networking infrastructure including switches, firewalls, and internet connections.

- B.4 Provide leadership, vision, and administration for cyber security to ensure the security of all WTCS infrastructure and technology.
- B.5 Evaluate agency needs and provide vision for new initiatives related to IT including analyzing current work flows, processes, and needs in order to provide new IT services to address needs and add efficiencies.
- B.6 Develop and maintain disaster recovery procedures.

10% C. Serve as steward for IT related Contracts and intra agency IT arrangements for the Wisconsin Technical College System Office.

- C.1 Analyze, negotiate, and track IT contracts including software, hardware, consulting, maintenance, networking, and licensing.
- C.2 Periodically review IT related contracts and renegotiate or change vendors when appropriate.

10% D. Provide leadership and guidance in the interpretation and development of WTCS policies, federal laws and regulations, Wisconsin Administrative Code, and Wisconsin Statutes. Meet with state and national organizations to evaluate, assess, recommend and implement mutually advantageous initiatives.

- D.1 Participate on and lead collaborative district and WTCS initiatives.
- D.2 Coordinate with other state agencies and other educational institutions on matters of mutual concern; provide recommendations for policy and/or procedure development.
- D.3 Represent the WTCS at meetings with public and private grant funding organizations to assess the WTCS ability to conduct research which may result in grant funding opportunities for the state of Wisconsin.
- D.4 Assist the Executive Vice President in the prioritization of the activities of the Division of Administrative Services.
- D.5 Perform special duties as assigned by the Executive Vice President or President.

KNOWLEDGE, SKILLS, AND ABILITIES

- 1) Knowledge of advanced infrastructure and technology planning and architecture concepts.
- 2) Knowledge of technical competence in leading the maintenance and administration of production level infrastructure.
- 3) Ability to enforce and monitor practices, standards of work, policies, and procedures.
- 4) Ability to provide technical strategy, identify technological needs, and make recommendations to executive leadership.
- 5) Ability to work closely with stakeholders to better inform technical strategy and decision making.
- 6) Knowledge and practice of interpersonal skills needed to address potentially difficult situations and customers.
- 7) Ability to provide leadership in a team orientated, collaborative work environment.
- 8) Effective written and oral communication skills.
- 9) Knowledge of project management processes.
- 10) Ability to work with users to gather requirements.
- 11) Ability to effectively lead Developers and Operational IT staff.
- 12) Ability to represent WTCS in a professional and positive manner.
- 13) Knowledge of agency policy and procedures.
- 14) Ability to develop culture competency which includes open attitude, self-awareness, awareness of others, cultural knowledge, and cultural skills.
- 15) Knowledge of cyber security principles and industry standards.