Connecticut State Community College
Job Description
Enterprise Technology Manager – Security and Compliance

Salary Level:	**Approved/Revised:**
CCP 21 (subject to Willis)	**Date: 6/1/23**

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Position Purpose:

The Enterprise Technology Manager (ETM) is responsible for providing leadership and strategic implementation of CSCU enterprise shared technology services under the oversight of the CT State Associate Vice President of Technology Operations (AVPTO) to implement and support the mission of CT State. The ETM works collaboratively with other CT State Technology leads to support the effective adoption and ongoing use of enterprise shared technology services and administrative technologies at the individual campuses. The ETM sets priorities, provides guidance and leadership for the administrative technology services.

Supervisory and Other Relationships

Supervises professional support staff and vendors providing enterprise shared technology services and administrative technology services to the CT State College Office/CT State Campuses.

Examples of Duties:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

Leadership/Staff Management

- Reporting to the CT State AVPTO, the ETM supervises enterprise shared technology/administrative technology support staff and provides expertise to support the use of enterprise shared technology services and administrative technology services.
- The ETM provides direct input during the creation and development of the enterprise shared technology services consumed by the CT State organization and is accountable for the implementation and operation of enterprise shared technology service components under the direction of the CSCU CIO, within the CT State College Office and at the CT State Campus level.
- Working with CT State AVPTO, other ETMs, System Office IT Staff, CT State College Office and CT State Campus functional leaders, the ETM establishes and coordinates annual and long-term service goals based on service needs, support strategies, metrics to evaluate effectiveness, and reporting mechanisms to ensure enterprise shared technology services as well as administrative technology services are meeting the needs of the CT State organization.

Roles and Responsibilities.

- Lead the implementation and operation of CT State enterprise shared technology service and administrative technology service components at the CT State College Office and CT State Campuses
- Manage Technology Service Organizational (TSO) technical staff supporting enterprise shared technology services and administrative technology services at the respective campuses
- Manages CT State's data integrity, data & application integration, and information governance function
- Oversees the operation and management of IT functions as assigned to ensure the employment of best practices

- Ensures compliance with IT, security, and privacy related CSCU policies, reporting on proposed impact to CT State operations, and implementing compliant programs. Serves as a liaison to the Chief Information Security Officers (CISO) and the Information Security Program Office (ISPO)

- Performs other duties and responsibilities related to those above which do not alter the basic responsibility of the position.

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Collaborate with CSCU enterprise technicians, CT State enterprise technicians across the CT State College system and vendors to identify, develop and implement appropriate enterprise shared technology solutions for supporting teaching and learning initiatives as well as administrative technology needs.

- Working with the CT State AVPTO, other ETMs, the CT State College Office and CT State Campus functional leaders, the ETM oversees the operations of enterprise shared technology services and administrative technology services.
- Directs campus level projects supporting enterprise shared technology services and administrative technology services.
- Engages in professional development to maintain continual growth in professional skills and knowledge essential to the position.
- Provides direct training to technical staff for related enterprise shared technology service and administrative technology service requirements.

Professional Participation and Development:
In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

Qualifications:
Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Excellent written and verbal communication skills, interpersonal and collaborative skills, and the ability to communicate technical concepts to technical and nontechnical audiences.
- Experience managing, evaluating, training, sourcing, and disciplining technical staff.
- Proven track record and experience in developing technical solutions, technical standards, policies, and procedures, as well as successfully executing solutions to achieve the objectives customers require within a dynamic and complex environment.
- Knowledge of common operational management frameworks with detailed knowledge of IT Service Management (ITSM).
- Strong interpersonal and team communication skills as well as the ability to work in a highly interactive and collaborative environment consisting of the academic technology team, faculty, students, and staff from CSCU and CT State.
- Ability to explore and learn new technologies/software and an openness to experimentation and maintaining expertise in relevant emerging technologies.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in Computer Science, Management of Information Systems, or related field. Advanced degrees preferred, together with minimum of five (5) years experience that includes two to four years of prior technology service staff supervisory experience, preferably this experience will be within higher education; or a

combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

Work Environment:
Incumbents typically perform their work in offices. The work involves extensive use of personal computers, but does not, normally, involve any significant physical effort. Reasonable accommodation will be made for incumbents and candidates with physical limitations.