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 CT State Technology Shared Services Manager and Academic Technology Managers to support the effective adoption and ongoing use of enterprise shared technology services and administrative technologies at the individual campuses within their respective region. The ETM sets priorities, provides guidance and leadership for the administrative technology services and the administrative technology budget.

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 within their respective region.

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 across a region.
- 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, RATMs, 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 across the respective region are meeting the needs of the CT State organization.

Manage Enterprise Technology Services Team
- 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 within the respective region.
- Manage Technology Service Organizational (TSO) technical staff supporting enterprise shared technology services and administrative technology services at the respective campuses within a region.
- Champion and mentor enterprise technical staff to comply with established standards and objectives.
- Provide support to enterprise technicians and follow through until service requests and service issues are resolved or escalated.
- Manage and monitor enterprise and administrative technology Service Level Agreements.
- Conduct weekly staff and/or team meetings and communicate service updates/adjustments as needed.
- Leverage project management skills and tools to manage and monitor enterprise administrative IT projects to ensure compliance with enterprise services.
- Assess, prioritize, and track enterprise IT projects and processes.
- Represent the CT State College system on committees and boards associated with the CT State/CSCU system and in national and consortiums and collaborations as appropriate.
- Supervise, select, manage, and evaluate technical support staff.

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.
- Conducts audits of enterprise technology SLAs.
- 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.

Manage Enterprise Shared Technology and Campus-Based Administrative Technology Operations

- Providing onsite and remote technical support.
- Support workstations, applications, network services, software, printers, Wi-Fi, etc.
- Ensure new technologies are compatible and facilitating integration with existing enterprise services.
- Ensure customer satisfaction through the timely and professional resolution of employee problems, which are logged and tracked through the CSCU service desk ticketing system.
- Maintain documentation and knowledge base articles of IT processes and the respective solutions.
- Document existing and new IT systems, services, and processes.
- Manage and work with local IT vendors.
- Provide support and technical services for various core network devices & services; WAN and LAN connectivity, switches, routers, firewalls, Wi-Fi, printers, VPN, VoIP, etc.
- Provide support and technical services for various servers and third-party services.
- Participate in planning and rolling out of new enterprise-wide company software and services.
- Participate or leading research projects into new technology or services (hardware, software, devices, services, etc.).
- Review IT publications, online materials, or IT related coursework to remain up to date with current and future technologies emerging in the industry.
- Travel may be required, mostly to campus locations within a region.
- Managing company backup and business continuity systems.
- Maintain/Upgrade/Update servers, network equipment, software, and other core services.
- Perform special projects and other duties as assigned.
- Work with other IT team members and managers to collaborate on successful deployment of enterprise-wide initiatives.

Staff Development, Professional Growth, and Industry Research

- Keep current with new enterprise and administrative technologies and operational methodologies.
- Participate in related communities of practice to learn and share knowledge about managing technology services.
• Maintain a commitment to CT State overarching goals, including initiatives encouraging equity and diversity.
• Complete other duties as assigned in support of the department goals.

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.