

POSITION ANNOUNCEMENT

DIRECTOR OF TECHNOLOGY SERVICES UNIVERSITY OF TENNESSEE COLLEGE OF LAW

JOB DESCRIPTION SUMMARY:

In collaboration with the Associate Dean for Library & Technology Services, this management position participates in establishing policy and is accountable for policy implementation, services, and operations specific to Technology Services at the College of Law. The person in this position will work collaboratively within the Law Library, Law College, and University environment.

The Director for Technology Services is primarily responsible for oversight of information technology systems, equipment and services for the College of Law, with an emphasis on educational technology. This position includes overarching accountability for technology necessary to support the academic, research, and administrative units of the College of Law, including services provided to the law library and College of Law faculty, students, staff, and administrators. This position reports to the Associate Dean for Library & Technology Services.

The Director of Technology Services manages all technology staff and oversees equipment and services, including classroom technology, audio/visual recording, online exam administration, web-based services and training. The Director addresses concerns of faculty, students, staff and administrators at the College of Law. This position requires the planning and the developing of services to meet the short and long-range technology needs of the College of Law. The Director advises the Associate Dean for Library & Technology Services in areas relating to information technology, ensuring the College of Law's effectiveness in responding to the technology needs of faculty, students, staff and administrators. The person in this position serves as a hands-on member of the Technology Services unit, participating in the provision of technology services, maintenance and support as necessary. Salary is commensurate with qualifications and experience.

DUTIES AND RESPONSIBILITIES:

Provide leadership for technology and computer services for all students, library patrons and employees of the College of Law.

1. Provide expert advice and leadership to the Associate Dean for Library & Technology Services, Law College deans, faculty and administrative managers regarding enhancements, modifications or additions to the College of Law's use of information technology in meeting the mission, goals and objectives of the College of Law;
2. Establish annual and long range goals and objectives for Technology Services, in conjunction with multiple institutional plans;
3. Serve as a resource to College of Law administrators in identifying mission-based technology solutions and in resolving issues related to management of College of Law Technology Services Department;
4. Set technology standards, consistent with University of Tennessee policy and national best practices in academic law schools in support of the College of Law mission, goals and objectives. Research and recommend technology based initiatives and improvements designed to elevate or maintain the College's competitive standing within the legal academy.
5. Evaluate the performance and requirements of technology in use at the College, recommend additions or changes, and plan and manage implementation of new technologies;

6. Represent the College of Law at Technology Services management-level meetings and serve as the primary technology liaison between the College of Law and the Office of Information Technology at the University of Tennessee campus at Knoxville. Participate in University-wide technology committees as needed.

7. Keep informed of industry developments through technical and professional literature. Participate in relevant courses, workshops, and conferences. Develop and maintain professional relationships with other technology leaders within academia and specifically, the legal academy.

Manage all efforts to provide technology services for the College of Law. This includes network resources, classroom and event technology, stand-alone technology resources, and web-based resources.

1. Oversee all computer resources at the College of Law including hardware, software, the student computer lab, web presence, and classroom technology;
2. Provide leadership and oversight for planning , designing, developing, installing and maintaining hardware and related software and services at the College of Law, requiring a thorough understanding of the range of systems and technologies utilized by law schools, as well as the educational applications that these systems may provide for the College of Law;
3. Develop and direct training programs for computer and online applications supported by the College of Law, including supervising the creation of guides and other forms of instructional documentation for faculty, staff, and student use of computers and classroom technology;
4. Oversee the installation and monitoring of hardware and software; analyze problems and determine the most effective solution to be used in correcting difficulties. Make recommendations regarding acquisition of new hardware and software that would improve system usability, performance, and integrity;
5. Direct projects and review documentation related to technology installations and modifications;
6. Oversee and participate in writing specifications, securing written quotes and obtaining details necessary for ordering technology-related equipment and services for the College of Law. This includes drafting requests for proposals and other documents required as part of the purchasing process;
7. Prepare annual technology budget requests for the College of Law.

Manage the Technology Services Department.

1. Coordinate all aspects of Technology Services Department including training, supervision, and evaluation of staff;
2. Prepare, manage and administer budget, staffing and equipment requests for Technology Services division. Prepare annual technology budget requests for the Technology Services division of the College of Law;
3. Continue developing a working atmosphere supporting excellent customer service.

Other duties as assigned by the Associate Dean for Library & Technology Services.

MINIMUM QUALIFICATIONS:

Bachelor's degree in an information technology-related field, or a Bachelor's degree in another discipline and at least 5 years' experience in information technology.

Advanced degree in library science or equivalent, or computer science/technology-related field.

Strong managerial skills, including 3 years of supervisory experience, including project management and performance evaluation, with increasing responsibility.

Experience supervising and providing technology services in an academic or institutional setting.

Demonstrated ability and experience training and consulting in group or individual settings.

Excellent written and oral communication skills, including the ability to communicate technical issues with non-technically trained persons. Must be able to translate essential information systems concepts and terms to a diverse group of users.

Demonstrated interpersonal skills and strong service orientation, including the ability to establish and maintain positive working relationships with faculty, students, staff, administrators, and College of Law affiliates and guests utilizing technology services.

The successful candidate will have an understanding of and demonstrated commitment to equal employment opportunity and affirmative action.

PREFERRED QUALIFICATIONS:

Law School or other professional school employment experience.

M.L.S. degree from an ALA accredited school or M.S. degree in Information Technology.

Knowledge of legal research and law related electronic databases and software.

Experience with technology in the college classroom, including but not limited to presentation software, course and exam ware, recording systems, and web page design, and distance education technologies.

Knowledge of and experience with an integrated library system, preferably Innovative Interfaces.

Experience coordinating web content development across multiple levels of an institution.

To Apply:

Applicants must complete an online employment application available at:

https://ut.taleo.net/careersection/ut_knoxville/jobdetail.ftl?lang=en&job=12000000EY

To receive full consideration, applications should include a cover letter, resume, and the names and contact information for three references. Applications will be accepted through March 30, 2012. In furtherance of the University's and College's fundamental commitment to diversity, minority group members and women are strongly encouraged to apply.

All qualified applicants will receive equal consideration for employment and admissions without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status.

Eligibility and other terms and conditions of employment benefits at The University of Tennessee are governed by laws and regulations of the State of Tennessee, and this non-discrimination statement is intended to be consistent

with those laws and regulations.

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, The University of Tennessee affirmatively states that it does not discriminate on the basis of race, sex, or disability in its education programs and activities, and this policy extends to employment by the University.

Inquiries and charges of violation of Title VI (race, color, national origin), Title IX (sex), Section 504 (disability), ADA (disability), Age Discrimination in Employment Act (age), sexual orientation, or veteran status should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the Office of Equity and Diversity.