Director of Information Technology

Under the supervision of the Vice President of Administration and Finance, the Director of Information Technology has significant experience with a broad set of technologies utilized in application deployment across the university, including servers, networking equipment, software, classroom technology, and user devices. Working closely with IT staff, faculty, administration, and vendors, the Director of Information Technology plans, installs, configures and oversees maintenance of the organization’s technology assets, including system integrations, while supporting a broad array of university activities.

Personnel Supervised

Campus Administrator Analyst, IT Specialist and Project Coordinator, and IT Help Desk Analyst. Essential Responsibilities

- Plan, promote, and deploy technologies and technology services that support and advance all areas of the university.
- Continued utilization of process improvements, establishing and enforcing best practices across the University relating to IT, network/cyber security, infrastructure planning and asset planning. ● Oversee staff members to provide responsive and effective support to faculty, staff, and students for all supported technologies.
- Create, communicate, and enact policies to ensure that university information is protected from improper use, disclosure, or loss and that systems supporting teaching, learning, and university operations are highly available and accessible.
- Assist with the negotiation and manage product and service contracts.
- Assist in university budgeting by providing replacement and growth forecasts and roadmaps. ● Oversee expenditures and ensure that purchases and financial commitments are cost-effective and managed within the budgets allocated to the Information Technology department. ● Create and manage a life-cycle plan for all technology assets.
- Develop a support structure that is highly responsive to the university community and instills confidence that promotes effective and innovative uses of the university’s technologies. ● Assist in the deployment and operation of services and applications that support university operations.
- Assist in the planning and deployment of remote access and distance learning technologies. ● Keep current with trends and developments in the fields of technology and educational applications of technology, making recommendations to adopt new technologies and practices when they support the aims of the university.
- Provide documentation, training, and resources to create a practice of adherence to best privacy practices and to promote compliance with FERPA, HIPAA, and other relevant regulations regarding the use of university information and technologies.
- Provide after-hours support on an as-needed basis with other members of the department and ensure rapid response to technical issues while minimizing downtime.
- Lead continuous review and improvement of high-quality technology solutions and services to meet the needs of the university’s operations.
- Work collegially with the Dean, Digital Learning and Information Technology to ensure academic technology is supported and included in strategy.

Education and Experience

Minimum requirements for this position include a Bachelor’s degree in computer science, information systems, management, or related field from an accredited college or university with a minimum of 7 years of experience in a similar position or field. A Master’s degree and relevant certifications are preferred.

The ideal candidate will have network administration, security, and application deployment experience in higher education, 5-7 years of supervisory experience, along with excellent verbal and written communication skills, and excellent interpersonal and organizational skills.
Experience with Salesforce, Colleague/Unidata, JavaScript, and Python, Informer 5, administering Windows and MacOS systems, LANs, VPN and Wireless Networks, Google Workspace, Azure, Active Directory Domain, and API selection and implementation preferred.

This is a permanent, full-time, exempt position with a competitive salary and benefits. To apply, send a resume and cover letter to emarshall@coker.edu and complete the Coker University Employment Application. Review of applicants will begin immediately and continue until the position is filled.