

**Job Title:**

Director, Strategic Relationships & Partner Success

**Position Focus Statement:**

Director of ITS Strategic Relationships & Partner Success is responsible for leading strategy and engagement for technology-related relationship management. This leadership role identifies opportunities to promote innovation, drive operational efficiencies, and identify cost savings across the university. The position also advises on the alignment of ITS strategy and departmental business needs to ensure the goals of the university are met.

This position reports directly to the University's Deputy Chief Information Officer with the Office of the CIO and leads a team of IT professionals who support strategic technology planning, incubating innovation, and aligning technology priorities and actions in support of university-wide goals.

**Responsibilities:**

Responsible for the management of the Strategic Relationships & Partner Success (SRPS) team and ad hoc ITS resources for the holistic management of collaborative, campus-wide IT efforts; including attracting, developing, and building long-term relationships, skills, and outcomes for team members and collaborators from across campus. Provides leadership and direction in policy development and implementation of ITS resource. Identifies and defines technical input/support, identifying current gaps in available technologies, and promoting purchases and programs to streamline services to meet partner and university needs.

Creates a framework for building and maintaining executive relationships. Advocates for alignment of technology decisions and assists with strategic planning. Leverage's relationships to deliver campus-wide solutions to benefit the entire University community.

Responsible for assessing and evaluating campus partner strategic needs for developing roadmaps to ensure that proposed solutions meet organizational goals. Leads collaborative process improvement by defining resources and needed technology deployment. Maintains reviews business cases/needs analyses. Consults on the functional and technical specifications, scope of work, project estimates, and resolves operational and project issues.

Identifies and implements strategies to improve the organization's understanding of the needs of the FSU community. Represents ITS on various university committees. Advises on the alignment of the centrally offered IT services.

Performs duties in compliance with ITS policies, guidelines, and processes. Works to manage team and workload pertaining to support requests, work orders, project management, change management, and incident management. Coaches team for performance and oversees day-to-day personnel management. Recommends and establishes ITS standards as needed.

**Job Title:**

Strategic Relationship Manager – Division of Student Affairs

**Responsibilities:**

This position will be Dual Reporting to the Division of Student Affairs (DSA) and Information Technology Services (ITS) delivering business relationship management services to support the strategic mission of the Division of Student Affairs (DSA). Responsible for planning, administering, reviewing, and evaluating all activities related to information technology support for DSA.

Serves as The Strategic Relationship Manager for the Division of Students Affairs (DSA) and is responsible for developing and coordinating the goals and objectives related to the overall direction, planning, system implementation, and staffing associated with IT resources used by the division. Provides guidance and direction to DSA staff responsible for maintaining IT resources, including computing facilities, computing systems, database administration, software, multimedia equipment, and applications. Interacts daily with university staff, students, and faculty.

Serves as liaison to Information Technology Services (ITS). Engages ITS resources where appropriate to evaluate DSA needs and finds effective solutions. Evaluate the implementation of ITS services being used by DSA to ensure the division's goals are accomplished. ITS services may include desktop and laptop computer support, management of network infrastructure, networked file storage, telephone services, and creation of custom applications.

Oversees and supports staff associated with the management and support of enterprise packaged (vendor-provided) and custom applications primarily used by DSA. Evaluate the implementation of applications to ensure the applications are meeting DSA's needs and expectations. Implements processes with defined service and support expectations enabling DSA to predict costs and potentially reduce the costs associated with its applications. Assists with acquisitions and upgrades when they are required. Works with DSA to develop and implement long-term support strategies for all applications.

Consults with DSA on strategic planning and budgeting needs for information technology staff and resources. Provides advice, recommendations, and consults with the executive leaders within DSA. Research, evaluate, select, and recommend IT equipment and services within the university, federal, and state guidelines. Provides consultation assistance to faculty and staff in the development of new/improved teaching, research, or business capabilities.

**Qualifications:**

Bachelor's degree and six years experience related to technical services or a combination of post high school education and experience equal to ten years.

**Competencies:**

- Ability to communicate effectively verbally and in writing.
- Ability to convey technical information to technical and non-technical users.
- Ability to document existing and new processes.
- Ability to establish and maintain effective working relationships.
- Ability to demonstrate critical thinking based upon in-depth data, substantiating information, considering, and respecting others' input personal values, and ethics.
- Knowledge of applicable computer software and operating systems.

- Knowledge of standard concepts, practices, and procedures for computer support.
- Knowledge of standard programming languages, concepts, practices, and procedures within the technology field.

**Preferred:**

Knowledge of the FSU student information system.

Knowledge of Division of Student Affairs systems, applications, and business processes

Knowledge of ITS policies and procedures

Ability to build and nurture relationships with executive and senior leadership across the institution

Ability to serve as a customer advocate within ITS while providing insight to Division leadership about ITS efforts in support of their mission

Ability to gain a deep understanding of the Division's strategic vision, business drivers, strategies, and opportunities to collaborate