AUBURN
Human Resources

Dir, IT Services & Operations

Job Description

JOB INFORMATION

Job Code	MA83
Job Description Title	Dir, IT Services & Operations
Pay Grade	IT12
Range Minimum	$122,930
33rd %	$159,810
Range Midpoint	$178,250
67th %	$196,690
Range Maximum	$233,570
Exemption Status	Exempt
Approved Date:	10/15/2025 5:27:18 PM

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT Leadership

JOB SUMMARY

The Director of Information Technology Services and Operations provides the overall vision, leadership, and management of all information technology (IT) functions for their unit in support of instruction, research, outreach, and administrative needs. Provides planning, sourcing, and support of information technology as defined by the overall IT strategy of Auburn University. Provides strategic leadership in facility and equipment management and maintenance.

RESPONSIBILITIES

- Collaborates with senior leadership to understand instructions, research, outreach, and administrative needs that can be supported through information technology services and prepares written proposals for significant initiatives.
- Maintains a high level of service quality for end users of information technology, monitors performance against standards or service level agreements, and initiates corrective action with internal or external service providers when appropriate.
- Manages budget and oversees procurement, which includes selecting the source of information technology resources, ensuring compliance with University IT standards.
- Directs technology development, which includes working with IT architectures, hardware, and software platforms, networking, system administration, information security, specialized applications, and web or multimedia technologies. Ensures compliance with University IT policies and procedures.
- Directs, guides, and mentors staff personnel.
- Directs IT projects, ensuring priorities, planning, documentation, and implementation align with Information Technology’s strategic goals, IT policies, and procedures.
- Establishes policies and procedures for information technology and services within the unit, covering project management, unit-level procurement, and issue tracking.
- Creates depth in leadership, management, and technical skills. Evaluates associate directors and managers, assists and reviews managers’ evaluations of team members, makes recommendations, and reviews subordinates’ recommendations for promotion.
- Establishes and administers unit standards, policies, procedures, and methodologies for performing tasks.
- Reviews policies and procedures subordinates have established for their areas, ensuring compliance with University IT policies and procedures.
- Provides or coordinates on-call support for designated systems or services.
- Directs and oversees the daily operation for multiple buildings, as well as directs numerous services across various locations, which include, but are not limited to, custodial services, conference and meeting services, audiovisual services, maintenance projects, and building renovation projects; and develops and manages budgets, as appropriate.

RESPONSIBILITIES

- Oversees and monitors building conditions, maintenance issues, and assigns staff to respond to work order requests to resolve such issues.
- Coordinates the development and implementation of emergency plans with Auburn University Campus Safety and Security.
- Collaborates with Auburn University's Access Control department to oversee and manage the process of tracking keys and access for their unit.
- Maintains cybersecurity best practices and develop and enforce IT security policies to protect sensitive information and ensure compliance with data protection regulations.
- Develops and implement facility operations strategies to enhance space utilization, including classrooms, laboratories, offices, and student spaces to support academic, research, and administrative functions.
- Collaborates with relevant personnel to develop research equipment management policies and protocols to ensure equipment reliability, equipment maintenance, and equipment access.
- Implements risk mitigation strategies and safety measures for IT and research facilities operations.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in Business Administration, Management, Computer Engineering, Computer Science, Information Systems, or related field.	and	10 years of	experience. At least five (5) years or more of experience in IT Management, (direct supervision of full-time employees), project planning and budgeting process; experience developing support strategies for IT services to users in small to midsized units. Two (2) years of experience in facility operations with demonstrated levels of responsibility and accountability.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of information technology principles and applications, computer system management methodologies, information security principles, and new technologies.	And
Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.	And
Strong knowledge of project management principles.	And
Knowledge of budget control methods, policies, and procedures.	And
Excellent communication skills, both written and verbal.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting				X		
Lifting				X		
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.

Travel Requirements:

None Required