AUBURN
Human Resources

IT Program Manager
Job Description

JOB INFORMATION

Job Code	MA88
Job Description Title	IT Program Manager
Pay Grade	IT08
Range Minimum	$69,760
33rd %	$88,370
Range Midpoint	$97,670
67th %	$106,970
Range Maximum	$125,580
Exemption Status	Exempt
Approved Date:	11/5/2026 10:35:18 AM

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	Technical Project Management

JOB SUMMARY

Provides University-wide leadership, coordination, consultation, and subject matter expertise in support of assigned programs, services, and strategic initiatives. The role collaborates with stakeholders across the institution to develop, implement, enhance, and sustain programs that support University priorities and operational objectives.

RESPONSIBILITIES

- Collaborates with internal and external stakeholders to implement, enhance, and support program initiatives, services, and organizational objectives. Provides consultation, guidance, and subject matter expertise to stakeholders; identifies barriers to success; recommends solutions; and supports the adoption of best practices that improve program outcomes and participant experiences.
- Administers program-related technologies, systems, tools, and operational processes. Manages user access, onboarding, workflows, system configurations, and operational support activities. Evaluates business needs and system utilization and recommends improvements that enhance efficiency, effectiveness, consistency, and stakeholder adoption.
- Coordinates organization-wide program activities in accordance with established policies, procedures, and operational objectives. Identifies issues, risks, and opportunities for improvement; facilitates resolution efforts with stakeholders; develops processes and resources that support consistent execution; and advises leadership regarding implementation needs, emerging trends, and opportunities to strengthen program effectiveness.
- Conducts and coordinates program assessments and evaluation activities to measure effectiveness, compliance with established requirements, and achievement of desired outcomes. Documents findings, communicates results to stakeholders, tracks corrective actions and improvement initiatives, maintains program records, and monitors progress toward established goals and objectives.
- Develops and delivers training, workshops, consultations, and educational resources that support program objectives and stakeholder success. Creates and maintains documentation, guidance materials, standard operating procedures, and communication resources that facilitate consistent program implementation and promote adoption of best practices.
- Provides specialized consultation and guidance to stakeholders regarding program-related initiatives, projects, services, and operational challenges. Collaborates across departments and functional areas to identify opportunities, interpret requirements, recommend solutions, and support planning, implementation, and ongoing improvement efforts aligned with organizational goals.

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	May supervise employees but supervision is not the main focus of the job.

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 no specific discipline.	and	6 years of	experience coordinating, managing, or leading programs, projects, initiatives, operations, or organizational functions.	Or
Master's Degree	in no specific discipline.	and	4 years of	experience coordinating, managing, or leading programs, projects, initiatives, operations, or organizational functions.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Strong presentation, instructional training, documentation, and customer service skills tailored for academic and non-technical audiences.	
Capability to analyze accessibility performance data, build tracking dashboards, and coordinate cross-functional initiatives across academic and technical units.	
Ability to recognize complex technical or policy issues requiring escalation to web development, infrastructure, information security, legal, or procurement specialists.	
Ability to work well under pressure and recognize, analyze, and solve a variety of problems.	
Excellent communication skills both written and verbal.	
Strong technical aptitude and computer skills.	

MINIMUM LICENSES & CERTIFICATIONS

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

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Climbing		X				

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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 temperatures		X			
Hazards		X			
Wet and/or humid		X			
Noise			X		
Chemical		X			
Dusts		X			
Poor ventilation		X			

Vision Requirements:

Ability to see information in print and/or electronically.