

## Sam Houston State University Human Resources

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### Staff Classification Description – Associate Vice President for Client Services

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**Skill Category:** Professional

**Position (Employee) Class:** 1M130 (E1)

**Grade:** NC

**Date:** 6/2016

**Department:** Information Technology

**Educational & Experience Requirement:** Master's Degree in Information Technology or related field, plus seven years related experience. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

**Nature & Purpose of Position:** Leads the Client Services (CS) department in providing customer facing technology support services for the university community including service desk, desktop/workstation services, technology purchasing, technology training, computer lab management, classroom management, Information Technology (IT) related asset management, Information Technology Service Management (ITSM) administration, university website, and IT division marketing/communications.

**Supervision Given & Received:** Work is performed with broad direction at major administrative or professional level. Reports directly to the Vice President for Information Technology. Incumbent directs managerial and/or professional staff personnel.

**Primary Responsibilities:** Provides leadership, vision, and strategic planning for the implementation of and improvements to university IT Client Services (CS) functions. Develops understanding of SHSU culture to build effective alliances, coalitions and strategic partnerships. Collaborates with campus academic and functional leaders to align the CS departmental operations, services and objectives with campus academic, functional and strategic needs. Promotes CS culture that facilitates, promotes, and sustains collaboration with the campus community and within the IT Division.

Collaborates with the Vice President for Information Technology's office in the development of the Information Technology Services Strategic and Operational Excellence Plans. Contributes to the Vice President for IT's vision and objectives by leading the development and implementation of customer-centric Information Technology Service Management (ITSM) strategies and valued technology services for users. Develops and documents CS mission consistent with the Division's strategic plans, while applying ITSM and other frameworks' best practices. Develops CS value proposition with clear objectives and supports: activities, policies, and procedures. Produces and oversees the development of operational, policy and service delivery documentation (e.g. service catalogue, knowledge articles). Provides effective leadership, vision, strategic planning, direction, and mentorship to the CS staff to realize the above mission, goals and objectives.

Assists the Vice President for Information Technology with leading the development of public relations and branding programs for the IT division. Plans and administers communications, public relations, and branding activities for the Division of Information Technology Services and CS department. Plans and oversees technology education, IT awareness and engagement for the university. Supports IT's communications for Incident Management and Disaster Recovery processes as directed by the VP for IT.

Maintains familiarity with regulatory, governmental, university system, and campus guidelines to ensure compliance delivery by the CS department. Develops, documents, and implements internal control procedures to ensure fiscal, regulatory, confidentiality, in partnership with the

Information Security Officer. Serves as the University Electronic Information Resources Accessibility Coordinator and assures the university remains compliant.

Responsible for CS departmental budget planning, justification, documentation, and control. Coordinates the university's planning for information resources with that of the State of Texas and the internal needs of the university. Accountable for IT asset management, inventory control and supporting procurement activities.

Organizes, plans, and evaluates personnel, work assignments, supervision, training, and technical direction of work. Performs other related duties as assigned.

**Other Specifications:** Work involves executive skills requiring the ability to interpret, develop, adapt, and apply broad policy and operational procedures. Provides direction to a variety of frequent complex situations affecting the overall organization. Requires strong leadership and relationship management skills to build credible, trustworthy strategic partnerships with campus community and vendors. Highly developed written/verbal communication, listening and persuasion skills required: to communicate the services offered, to align/design services in response to campuses' changing needs, and to prioritize the funding as well as the execution of projects. Sets direction aligning IT and individual goals with the institution, enabling success of others throughout the organization. Ability to build, retain requisite Client Services talent. Ability to exercise discretion, demonstrate excellent reasoning and problem solving skills. Uses knowledge, experience, and independent judgment to make difficult decisions and to manage conflict in a compressed time frame. Strong interpersonal skills, intuitive customer service nature, asset and fiscal resources management skills. Combination of strategic planning, organizational development, and situational assessment skills to effect continuous process improvement in the Division. Incident management requires being on call at all times and special procedures may require extended hours or related travel.

This position may be designated as a Campus Security Authority (CSA).

**This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.**

**Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.**

**Sam Houston State University is Committed to Equal Opportunity in Employment and Education.**