

IT Manager

Job Code: 6243

Salary Grade: S12

FLSA Status: Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Responsible for the administration and management of day-to-day operations of the IT department, leads and manages IT staff, provides budget recommendations for personnel, materials, and equipment. Provides administrative oversight and support on all IT related projects and workstations. Serves as the escalation point for customer service issues or concerns.

- Supervises and leads employees to include but not limited to hiring, training, coaching, mentoring, evaluating performance, disciplining, and terminating.
- Recommends budget for personnel, materials, and equipment.
- Develops and implements strategies for proactive customer support and continual process improvement to ensure the consistent, efficient, and effective resolution of any customer support issues that arise.
- Provides expertise in process improvement and quality management topics.
- Creates and defines metrics and key performance indicators. Identifies and communicates organization successes and progress of projects, process improvement or change management initiatives. Lead collaborative and innovative thinking activities that will result in process improvement.
- Develops, implements, and maintains the IT Service Management System.
- Performs related duties as assigned to successfully fulfill the functions of the position.

Minimum Qualifications

Education:

Required: Bachelor's degree.

Equivalency/Substitution: Will accept 48 months related experience in lieu of the Bachelor's degree for a total of 84 months of experience.

Experience:

Required: 36 months in management, leadership, or project experience.

Certifications or Licenses:

- Valid Oklahoma Drivers License in order to drive University vehicles

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Advanced knowledge of business software and hardware
- Ability to supervise staff and communicate directions and expectations effectively
- Ability to read and understand complex written materials
- Must be detail oriented for accuracy of data and information
- Ability to communicate verbally and in writing
- Ability to evaluate projects/programs and produce reports
- Ability to handle stress and finish projects in a timely manner
- Proficient in Microsoft Office Suite (Excel, Word, Outlook)
- Ability to work independently and with interdepartmental teams

Working Conditions

Physical:

Sit for prolonged periods. Communicate effectively and listens. Ability to engage in repetitive motion.

Environmental:

Standard Office Environment.

Printed Date: 09/11/2026