JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Technology Strategist

Job Code: 7290

Salary Grade: S10

FLSA Status: Exempt

Job Family: Computer Famiy

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.

Job Responsibilities

Responsible for advising and developing relevant and sustainable technology solutions, strategies, and resources that benefit the campus community. Plans for future technology needs.

- Advises customers on appropriate IT services from the OU IT service catalog (including Shared Services),
- Ensures delivery of IT Services per applicable agreements and monitors customer satisfaction.
- Provides business analysis to customers by identifying business needs and determining appropriate solutions.
- Oversees technical support for customers in coordination with the Services Team.
- Engages appropriate resources within IT including applications, infrastructure, services, projects, and business strategy teams to meet customer expectations and needs.
- Negotiates priority for customer projects and service provision and advocates for technology needs, initiatives, and projects on behalf of assigned customers.
- Provides management of assets and services.
- Builds relationships with key stakeholders such as vice-presidents, deans, directors, financial officers, development officers, and strategic faculty, staff, and students.
- Serves as a primary point of contact for IT related issues and as an escalation point to resolve customer issues and complaints.
- Helps OU IT staff coordinate with assigned area for effective planning of projects, upgrades, releases, etc., and effective resolution of unplanned issues.
- Collaborates with other Technology Strategists to identify appropriate solutions.
- Performs related duties as needed to successfully fulfill the functions of the position.

Minimum Requirements

Education:

Required: Bachelor's degree.

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

Experience:

Required: 36 months experience in IT, Business, Customer Relationship Management, or related field.

Required Certifications or Licenses:

· Valid Drivers License required to pick up and deliver equipment.

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

Knowledge, Skills, and Abilities

· Project management, business analysis, conflict resolution, and other resource management skills
· Proven performance delivering contract-based service to customers
· Basic knowledge of enterprise technologies like network, storage, identity management, cloud serves, etc.
· Able to work well with interdepartmental teams and initiatives
· Detail oriented for accuracy of data and information
· Ability to accurately read and understand written materials and instructions

Working Conditions

Physical:
Sit for prolonged periods. Ability to engage in repetitive motion. Communicate effectively and listen. Manual dexterity.

Environmental:
Standard Office Work Environment.

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