

**HOWARD UNIVERSITY  
Position Description**

**POSITION TITLE:** Information Systems Manager      **SALARY GRADE:** HU-12  
**DATE REVISED:** December 1, 2014      **EEO CODE:** 01  
**JOB CODE:** 2716      **FLSA STATUS:** Exempt  
**BARGAINING UNIT:** N/A

<b>DEPARTMENT:</b>	<b>POSITION NO:</b>
<b>REPORTS TO:</b>	<b>GRANT:</b> <input type="checkbox"/> No <input type="checkbox"/> Yes

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**BASIC FUNCTION:** Responsible for directing, planning, and managing department's Information systems as well as coordinating all services to be provided by the University Enterprise Technology Systems (ETS) to the faculty students and staff of the University.

**SUPERVISORY ACCOUNTABILITY:** Responsible for orienting and training others, and assigning and reviewing their work. May also be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level on a formal basis.

**NATURE AND SCOPE:** Internal contacts include department's management in pursuit of quality, efficiency, and continuous improvement on the goals to meet needs dictated by the department. External contacts may include customers, vendors and the general public.

**PRINCIPAL ACCOUNTABILITIES:**

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Consult with users, management, vendors, and technicians to assess computing needs and system requirements.

Stay abreast of advances in technology.

Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems.

Provide users with technical support for computer problems.

Recruit, hire, train and supervise staff, or participate in staffing decisions.

Evaluate data processing proposals to assess project feasibility and requirements.

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Provide operational management and support for the department's IT networks, computer systems and computer laboratories in accordance with organizational policies and goals.

Provides leadership to assess the integrity, reliability and security of data. Manages all software licenses purchased by the department.

Ensure that all phases of IT support are properly coordinated, monitored, logged, tracked, documented and resolved appropriately to ensure maximum issue resolution in minimum time.

Develops and coordinates long and short-range plans for systems maintenance and support services. Works with management to provide problem recognition, research, isolation, resolution and follow-up for hardware technical support issues.

Provide IT procurement support to include but not be limited to development of specifications to meet defined requirements, preparing IT procurement requests. Set initiatives and goals for the department's IT systems vision for growth. Prepares annual reports and budget to support the mission of the department.

Reports network and infrastructure issues to department management.

**CORE COMPETENCIES:** Solid understanding of networking/distributed computing environment concepts. Understands business implications of decisions and aligns work with strategic goals; Demonstrates knowledge of Information Systems.

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Responds promptly to customer needs; Solicits customer feedback to improve service.

Maintains confidentiality; Exhibits confidence in self and others; Inspires and motivates others to perform well;

Effectively uses of the English language to communicate with others in a respectful manner.

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Works independently as a technical team member.

Writes highly technical information in a clear and easily understood manner to non-technical personnel. Strong interpersonal and communications skills;

Ability to maintain effective and harmonious work relations with students, faculty and staff, University Officials and the general public.

**MINIMUM  
REQUIREMENTS:**

Bachelor's Degree in Computer Science, Electrical Engineering, Information Technology, or related field and 3-6 years of related experience. 11 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

**SIGNATURES REQUIRED:**

**SIGNED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department Manager/Supervisor

**CERTIFIED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department of Compensation and Performance Management