

**University of Oregon Information Services  
Assistant Director, Academic Services**

**Posting: 8169**

**Annual FTE: 1.0 FTE**

**Appointment Type: Office of Administration, 12-Month Renewable Contract**

**Salary Range: \$60,000-\$70,000 (commensurate with experience)**

**Closing Date: Open Until Filled; Application Review begins June 1, 2008**

*To ensure consideration, complete applications must be submitted by June 1, 2008*

**Job Context**

Information Services, (IS) at the University of Oregon invites applications and nominations for the position of Assistant Director of Academic Services.

Information Services is located on the main University of Oregon campus in Eugene, Oregon which is regarded generally as one of the most attractive university sites in the nation. The UO is a comprehensive research university that serves its students and the people of Oregon, the nation, and the world through the creation and transfer of knowledge in the liberal arts, the natural and social sciences, and the professions. The UO is also the flagship institution in the Oregon University System and one of only 34 public research universities in the nation recognized through membership in the Association of American Universities, an invitation-only association of universities with especially strong research and academic programs.

Information Services is the central information technology unit for the institution, and supports systems and services in the areas of Administrative Applications, Academic Services, Network Services, and Telecommunications. Information Services also includes the Advanced Network Technology Center as well as the Network Startup Resource Center. These units report to the Vice Provost for Information Services / CIO.

Academic Services promotes the innovative use of technology by supporting faculty, and students in their teaching, learning and research. We provide assistance, coordination and leadership for emerging technologies, site-licensed software, helpdesk services, classroom and technical support in open access labs and instructional labs and student project centers.

**Responsibilities**

Reporting to the Director of Academic Technology, the incumbent provides operational leadership and project management to the Academic Services team which provides helpdesk, computer labs, advanced technology and collaborative spaces, software license management, and equipment repair to the campus community. Working closely with the Director of Academic Technology, the incumbent oversees all budgets for the unit.

Operational duties and responsibilities include

- Work closely with the Director of Academic Technology in developing and implementing the annual operational plan for the Academic Services team that includes measurable objectives that map available resources and goals to overall IS strategic plan.
- Provide operational leadership to ensure that the Academic Services team meets its annual goals and objectives.
- Work closely with the Director of Academic Technology to assess needs, define and deliver new services supporting research and instructional technology.
- Assist in building strategic partnerships to support the mission and vision of Academic Services, Information Services and the academic mission of the University.
- Manage project and plan/allocation resources to ensure successful completion of approved projects, including allocation of human, technical and financial resources.
- Provide oversight for help desk, hardware repair, site licensing, and lab operations, addressing issues escalated through area managers and staff as necessary.
- Establish and enhance working relationships with campus units in support of the academic mission of the university through the use of information technology.
- Research and assess future technology options to support academic technology.
- Represent the University of Oregon in state, regional and national professional organizations.
- Hire, manage and evaluate a staff of 2-12 information technology professionals and 12-25 student employees.
- Other duties as assigned.

## **Qualifications**

### **Minimum Qualifications**

- Bachelor's Degree in a relevant discipline from an accredited institution.
- Three years' experience supervising a diverse staff of full-time information technology professionals.
- Two years' experience successfully managing user/desktop support and/or an IT service desk
- Experience supporting a diverse user base within a higher education institution
- Excellent communication and interpersonal skills
- Demonstrated ability to perform operational duties of the position
- US citizenship, (or eligibility for and ability to obtain valid employment status under U.S. immigration laws by projected hire date)

### **Desirable Qualifications**

- Advanced or terminal degree

- Demonstrated knowledge of information policies, practices and technology relating to higher education
- Teaching experience at the university level.
- Experience with instructional technology, research technology, or instructional design
- Experience with strategic planning or goal setting
- Experience with ITIL

### **Benefits**

The UO offers its employees competitive compensation in addition to an excellent benefit package including health and dental coverage, life and disability insurance, participation in a paid retirement plan, and greatly reduced tuition rates.

### **Application Procedure**

This position is open until filled. To insure full consideration, all materials should arrive by July 10, 2008.

Completed applications must include the following.

- a letter of application which addresses the applicant's qualifications and interest in the position
- a current resume and/or a completed UO academic application available online at <http://appointments.uoregon.edu/Forms/EmpAppShort.pdf>,
- The names, addresses, phone numbers and email addresses of three current references who can comment on the applicant's qualifications for the position. At least one should be a supervisor. References will be kept confidential and will not be contacted without the candidate's permission.
- A portfolio of relevant work is optional but should not exceed 3 pages.

The application materials should be packaged as one PDF attachment, using the applicant's last name as the document name, and emailed to [iscareer@uoregon.edu](mailto:iscareer@uoregon.edu)

1. Please reference Position #8169 in the subject of the email.

The University of Oregon is an equal opportunity affirmative action institution committed to cultural diversity and compliance with the Americans with Disabilities Act. Candidates with a demonstrated commitment to promoting a diverse learning and working environment are encouraged to apply.