Job Class:  Info Mgmt Srvcs Div Dir - Job Posting 31021  
Working Title:  Director of End User Services

Who May Apply:  Open to all qualified job seekers  
Date Posted:  3/11/2019  
Closing Date:  4/1/2019  
Hiring Agency/Seniority Unit:  Minnesota State System Office/Managerial Plan  
Division/Unit:  IT  
Appointment Type:  Unlimited, Full-time  
Work Shift/Work Hours:  Day Shift  
Days of Work:  M-F  
Travel Required:  Yes – 5%  
Salary Range:  $42.65 - $61.05/hourly; $89,053 - $127,472/annually  
Classified Status:  Classified  
Bargaining Unit/Union:  220 - Managerial Plan  
FLSA Status:  Exempt - Executive  
Connect 700 Program Eligible:  Yes

Job Summary:

This position is responsible for the strategic planning, operational planning, and personnel management of the enterprise end user services for the Minnesota State Colleges and Universities system. This position is accountable for determining overall objectives, priorities and policies for enterprise infrastructure systems/services and determining, securing and allocating the human, financial and other resources needed to accomplish these objectives.

Minimum Qualifications:

Resume must reflect all minimum qualifications. Please enter your experience in chronological order, including the month and year of employment.

- Bachelor's degree in an IT, computer science or management related field
• 7 years of experience working in support of individuals and teams in an IT setting, including problem solving, team building and conflict resolution skills sufficient to create a highly collaborative work environment or an equivalent combination of education and experience.
• Proven success in managing a large diverse team of technology-oriented service professionals with a focus on quality customer service.
• Demonstrated knowledge of general system support concepts and methods including systems analysis, network analysis, application software, telecommunications and data networking analysis, and enterprise design.
• Demonstrated ability to manage multiple priorities (including a mix of operational responsibilities and projects) within an environment characterized by changing technical requirements.
• Demonstrated ability to carefully manage resources for maximum return.
• Strong oral and written communication skills with a track record of success in developing planning documents and reports, such as proposals, budget request justifications, and annual reports.
• Excellent written and verbal communications skills and strong interpersonal and collaboration skills.

Preferred Qualifications:

• Advanced degree in an IT, computer science or management related field.
• Experience working in a multi-campus higher education environment.
• Formal training and/or certifications in ITIL or ITSM.
• Strong working knowledge of currently accepted information security standards, guidelines and best practices.

Additional Requirements:

In accordance with the Minnesota State Colleges & Universities (Minnesota State) Vehicle Fleet Safety Program, employees driving on college/university business who use a rental or state vehicle shall be required to conform to Minnesota State’s Vehicle use criteria and consent to Motor Vehicle Records check.

Other Information:

Employment information for this position can be found in its collective bargaining agreement or its plan document at http://mn.gov/employee-relations/labor-relations/Labor.
Why Work for Us

At Minnesota State we promote the ability for our employees to move within the Minnesota State system of Colleges and Universities, located throughout the State of MN. To learn more, please visit: Work at Minnesota State!

At Minnesota State, we have a GREAT BENEFITS PACKAGE! Our generous benefits include 11 paid Holidays, Vacation Time, Sick Time, six weeks of Paid Parental Leave, low cost medical and dental insurance with low deductibles, a Pension Plan, 457(b) and 403(b) retirement plans and other retirement investment options, pre-tax medical and dental expense (with roll-over option) and dependent care accounts, employer paid life insurance, short and long term disability, as well as professional development and a tuition waiver program for employees and their dependents, etc. We promote the health and well-being of our employees and take work/life balance seriously.

How to Apply

External Applicants: Go to the State of MN’s career site at http://www.mn.gov/careers.

Internal Applicants: Go to Self-Service/Careers.

Contact

If you have questions about the position, contact Jessica White at jessica.white@minnstate.edu or 651/201-1845.

Equal Employment Opportunity

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity. We prohibit discrimination against qualified individuals based on their race, sex, color, creed, religion, age, national origin, disability, protected veteran status, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership in a local commission as defined by law. As an affirmative action employer, we actively seek and encourage applications from women, minorities, persons with disabilities, and individuals with protected veteran status.

Reasonable accommodations will be made to all qualified applicants with disabilities. If you are an individual with a disability who needs assistance or cannot access the online job application system, please contact the job information line at 651.259.3637 or email careers@state.mn.us. Please indicate what assistance is needed.