

Job Level	Manager User Support Services and Library Technology	Management Level I
Problem Solving	<ul style="list-style-type: none"> * This position provides vision and leadership for the ACNS User Support Services unit. This position helps to define and articulate the vision, strategic directions and priorities for this unit and is responsible its operation, development, and support of selected campus community service areas the Libraries' technology infrastructure. * This position develops annual technology plans that integrate with the mission and goals of ACNS and the Libraries; determines implementation policies and guidelines; develops and oversees budgets; and establishes staffing for the unit. * The Manager of User Support Services directly supervises the work of 7 professionals and technicians. * This position works in active partnership with other departments of the Libraries as well as coordinating and defining system requirements and tasks for library-related projects and initiatives. 	<ul style="list-style-type: none"> ▪ Teams work within prescribed rules, guidelines, and policies and work is often transactional/ routine/cyclical in nature.
Interaction/ Communication	<ul style="list-style-type: none"> * Provide goals and service standards for the department. * Mentor the junior staff * Report on the state of the Libraries' technology and budget to UTFAB and Management Team twice a year. * Prepare and present budget request (for student funded computers) to UTFAB annually. 	<ul style="list-style-type: none"> ▪ Adapts communication styles to differing audiences.
University Impact	<ul style="list-style-type: none"> * Provide unit direction through monthly unit meetings and one-on-one meetings. * Maintain collegial working relationships with the other Libraries units. 	<ul style="list-style-type: none"> ▪ Department/unit focused. ▪ Work provided by the team has short-term (within one year) impact by nature. ▪ Directs the application or existing principles.
Financial/ Budget Responsibility	<ul style="list-style-type: none"> * This position develops annual technology plans that integrate with the mission and goals of ACNS and the Libraries; determines implementation policies and guidelines; develops and oversees budgets; and establishes staffing for the unit. * Manage the budgets for personnel, Libraries repair and replacements, and UTFAB. 	<ul style="list-style-type: none"> ▪ Takes action to monitor costs of work team. ▪ May contribute to the department's fiscal management.
People Management	<ul style="list-style-type: none"> * This position is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of: <ul style="list-style-type: none"> • 2 IT Professionals • 1 IT Technician • 4 Administrative Professionals 	<ul style="list-style-type: none"> ▪ Manages teams typically comprised of technical / administrative support roles that are homogeneous in nature. ▪ May have people management responsibility for pay reviews, performance management, and resource planning.