DECENTRALIZED IT SUPPORT PERSONNEL: CONSULTING AND COORDINATION REQUIREMENTS
07.200.09

Authority:	Vice Chancellor Information Technology Systems
History:	Updated February 15, 2010; Reformatted June 6, 2005; supersedes policy ITS 2.00; effective September 11, 2002
Source of Authority:	Consolidated University of North Carolina Netstudy – Security Subcommittee Baseline Recommendations (Feb. 16, 2003); International Standard ISO27002
Related Links:	07.100; 07.200; 07.300
Responsible Office:	Information Technology Systems Division

I. Purpose

A. This document provides guidelines for the responsible management of decentralized technology support staff of the University of North Carolina Wilmington. This is not a comprehensive document covering all aspects of the management of decentralized technology support staff. The purpose of this policy is to provide guidelines necessary to facilitate processes for establishing and managing decentralized technology support positions with the goals of:

1. Providing the highest level of technology service and support to the university community.

2. Ensuring consistency and standardization in the installation and configuration of computer hardware and software at UNCW.

3. Ensuring that the Information Technology Systems Division is aware of IT support positions within academic and administrative units to ensure effectiveness and prevent overlap and redundancy.

4. Ensuring that roles and responsibilities are clearly defined

5. Ensuring application development adheres to ITSD development standards.

6. Ensuring data collected and processed adheres to UNCW ITSD data integrity and confidentiality guidelines.

7. Encouraging working relationships and partnerships between decentralized technology support staff and ITSD are positive and effective.

8. Maintaining a campus computing environment that is current, reliable, and consistent in common technologies and user environments.

B. This policy does not extend to persons whose responsibilities are to provide functional support for specialized software such as data coordinators/system liaisons.

II. Policy

A. ITSD is charged by the Chancellor of the University with the responsibility for administering campus information technology support positions in this model. All decentralized staff whose primary responsibility is to support departmental computing hardware/software, computer labs, distributed servers, and program and application development are to have coordinating and consulting responsibilities to the appropriate Director in the Information Technology Systems Division. Staff are encouraged to contact the Director of the appropriate department in ITSD regarding any and all relevant issues and concerns.

B. The Vice Chancellor of the Information Technology Systems Division must approve job descriptions and advertisements for non-faculty, technology support positions with primary responsibilities stated above to ensure efficient use of resources. The Department of Human Resources will ensure that approval for the establishment, classification, hiring, and management of such positions follows these processes and guidelines. Academic and administrative directors should contact the Vice Chancellor of the Information Technology Systems Division to review their needs for IT support positions and the structuring of those positions pursuant with university guidelines.

C. Staff employees who fall within these guidelines are to adhere to the ITSD Responsible Use, Responsible Management and Data and Network Security policies as describe in policy sections 07.100, 07.200 and 07.300.

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