

**SEDL**  
**4700 Mueller Blvd., Austin, Texas 78723**  
**AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**  
**NOTICE OF SEDL VACANCY**

INTERNAL POSTING

Opens: August 26, 2013

Closes: August 30, 2013

**POSITION:** INFORMATION TECHNOLOGY MANAGER  
This position is based in SEDL's Austin, TX office.

**SEDL UNIT:** ADMINISTRATIVE SERVICES (AS)

**JOB DESCRIPTION:** SEDL, a nationally recognized and respected education research organization headquartered in Austin, Texas, is seeking an Information Technology Manager to join our Administrative Services Team. The Information Technology Manager oversees the planning, development, acquisition, implementation, and ongoing operations of SEDL's technology systems (including internet/intranet connectivity, desktop computing, telephone interfaces, and administrative, programmatic, and financial management tools) both at headquarters and remote locations with a goal of providing high-quality technology tools that support SEDL's efforts to address its mission. This individual works closely with SEDL's stakeholders to define process, drive improvements, and maximize productivity through the effective use and development of technology. The Information Technology Manager provides leadership and supervision to technology personnel and ensures timely and appropriate guidance to all members of the organization.

**RESPONSIBILITIES:**

- Provides both short and long-range strategic leadership in planning, developing, acquiring, implementing, and maintaining technology solutions that support the organization while minimizing cost and maximizing efficiencies.
- Provides strategic and tactical planning, development, evaluation, execution, and coordination of business applications to ensure all are proactively responsive to the needs of SEDL's growth and objectives.
- Develops, designs, plans, and leads the implementation of technology solutions in support of the organization and its work, including providing support to ensure appropriate staff usage of such solutions.
- Communicates and responds effectively to the multiple needs of internal and external stakeholders at all levels.
- Establishes organizational and, as needed, department standards, guidelines, policies, and objectives to ensure proper planning, efficient operation, and appropriate use of IT systems and applications.
- Conducts on-going operational analysis and adjusts processes and procedures if/as necessary to ensure the highest possible availability of IT resources.
- Maintains and secures information system documentation, including the assignment of technology resources and disaster recovery plans. Ensures SEDL's technology infrastructure complies with the regulations of its funding sources.
- Assists Chief Financial Officer in the preparation of SEDL information security audits. Responds to auditor questions regarding information technology processes and procedures.
- Manages external partnerships with technology service consultants, and oversees contractual negotiations and their execution (e.g., software licenses, equipment maintenance, internet hosting and private line provisioning).
- Supervises exempt and non-exempt technology staff, providing leadership, mentoring, coaching, and performance appraisals. Monitors and supports staff to ensure assigned tasks are completed and that work flows smoothly and accurately through the technology office.
- Proactively partners IT with other functional and operational leaders at SEDL in the successful deployment and support of enterprise technologies and applications.

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- Ensures that the support and maintenance, performance, stability, scalability, and backup / recovery processes are in place for all business and functional applications.
- Assists in leading the IT governance process to ensure that business and functional objectives are achieved, risks are managed appropriately and the organization's resources are used responsibly in delivering business application capabilities.
- Reports to the Chief Financial Officer on major accomplishments issues and concerns.
- Plans and manages the budgets for responsible areas.
- Researches and selects vendors regarding the development of business applications, as needed, in conjunction with senior management.
- Develops usable reports, metrics, and presentations for communicating status and performance throughout the organization related to support of IT systems and applications.
- Leads IT "special" projects as needed.
- Performs other such duties as may be assigned by the Chief Financial Officer.

**QUALIFICATIONS:** Earned Master's degree from an accredited university or college with a concentration in computer technology, information systems, business, or a related field. Project Management Professional (PMP) certification a plus but not required. Strong technical acumen and demonstrated information technology, systems, and project management expertise. Must be hands-on and have strong attention to detail; knows how to "get things done." Proactive, thoughtful, customer-oriented and organizationally savvy. Ability to work well in crisis mode scenarios and situations with process excellence and keen focus on measurability. Ability to use quantitative and qualitative metrics to design and gauge effectiveness of the IT programs and initiatives. Ability to develop and manage IT budget. Demonstrated strength in managing and developing direct and indirect reports. Excellent interpersonal and influencing skills. Ability to excel in fast-paced environment that may at times lend itself to ambiguity. Strong verbal and written communication skills; ability to interpret contractual language into easily understandable text; comfortable in group presentations and negotiations.

**Leadership Characteristics:**

- Understanding SEDL or other related and similar Research and Development environment - Knows the mission critical technical and functional skills needed to do the job; understands various types of organizational propositions.
- Making Complex Decisions - Can solve even the toughest and most complex of problems; great at gleaning meaning from whatever data is available; is a quick study of the new and different; adds personal wisdom and experience to come to the best conclusion and solution, given the situation; uses multiple problem-solving tools and techniques.
- Getting Organized - Is well organized, resourceful, and planful; effective and efficient at marshalling multiple and relevant resources to get things done; lays out tasks in sufficient detail to mark the trail; is able to get things done with less and in less time; can work on multiple tasks at once without losing track; foresees and plans around obstacles.
- Being Organizationally Savvy - Maneuvers well to get things done; knows where to go to get what he/she needs; politically aware and agile; knows what the right thing to do is; presents views and arguments well.

**EXPERIENCE:** Seven years successful work experience, including a minimum of one year of supervisory experience, in managing IT service, strategy, system development, and infrastructure. Understanding of the IT infrastructure, application, and security needs and constraints of an organization that conducts federally funded research, development, and dissemination preferred. Knowledge of federal contractor security regulations and requirements preferred. Hands on experience supporting multiple software solutions (e.g., server virtualization, Microsoft business solutions), and security measures (e.g., firewalls, IDS, VPNs). Broad background in information systems including network administration, internet connectivity, desktop/portable hardware, disaster recovery, and data recovery. Demonstrated experience in vendor management; understanding of the systems development life cycle including IT systems implementation. Experience developing and delivering solutions to senior management.

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**TRAVEL:** Individual must be willing and able to perform all travel (including overnight and commercial airline travel) that is necessary to accomplish the principal accountabilities associated with the position. Travel for this position is estimated to be up to 5%.

**SALARY:** Information Technology Manager is an exempt position and is on Pay Grade 14 of SEDL's Salary Structure. The total salary range is \$82,956 - \$125,256. The initial salary shall generally fall within the first third of the range, which is \$82,956 - \$97,056. Initial salary is dependent upon the successful applicant's relevant experience and education; plus exceptional benefits package.

**TO APPLY:** Please submit a SEDL online application form to Human Resources prior to 5:00 p.m., August 30, 2013. Contact Maria or Sue for an access code, which will allow you to complete the online application form.