

Purpose of Area

The Information Technology organization assesses and provides enabling technologies for the University community that supports the areas of service, learning, discovery, engagement, and human care.

- Advance research computing support services. Enhance and coordinate IT supporting services for all researches at the University; including but limited to high performance computing, clustering, virtualization, large storage needs, applications analysis, and technical assistance.
- Develop a unified intelligent data repository of all academic systems for researches, management decision making and collaboration.
- Continue to develop asynchronous, synchronous and collaboration systems for academic systems in support of teaching, learning and research.
- Deploy reliable computing technology and establish faculty refresh computing

Tie in with Strategic Plan

Goal #1:  
 Develop college computing technology to advance and enhance teaching, learning, and research  
 [In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 1 & 5; Goal 4, sub-goals 1 & 4]  
 Metrics/Milestones:

Employees

Brief job description for each position type

Ovwitho, Godfrey  
 Vice President, Information Technology/CIO

67 Employees  
 Aix System Programmer - 1  
 50% Support and 50% Development

The principal function of this position is to provide support for the computer users of the University of Toledo. This entails maintaining a secure computing environment at the highest level of system availability while striving to minimize interactive, online and batch response times. Additional responsibilities include the installation, modification, maintenance and debugging of operating systems software across multiple platforms to meet the requirements of the University. The position also assists with long range planning, user questions and problem solving concerning computing at the University of Toledo.

Application Security Administr - 1  
 100% Development

Support the security requirements of enterprise-class administrative systems. Configure security access for users and review access logs. Coordinate implementation of security with administrative office analysts.

Asst Manager, Data Center Ops - 1  
 100% Support

The role of this position is to manage and provide support for the enterprise backup, storage systems, and monitoring systems for all Information Technology centrally maintained systems. This position is charged with maintaining the Disaster Recovery and Storage Infrastructure and ensuring that resiliency mechanisms are in place to meet business continuance requirements; monitoring, documenting and reporting on overall Production Systems performance.

Asst Mgr Business Syst Applica -1  
 100% Development

Support the development and maintenance of enterprise information systems operating on any of The University of Toledo's servers, including enterprise server(s), network server(s), file server(s), application server(s), and database server(s). Direct and manage the work of a team of analysts, developers, and programmers. Serve as a liaison between Enterprise Applications and one or more of the departments Enterprise Applications supports. This position requires the ability to plan, guide, report, and supervise the work of a team of information technology and related support personnel.

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Asst Mgr Database Admin -1  
100% Development

Administer, oversee, monitor and coordinate the selection, implementation, configuration, design, development, normalization, security, operation, processing, performance, maintenance, backup and recovery of sophisticated Oracle and SQL Server, and other relational database and data storage and retrieval systems operated on client/server and enterprise server systems that are utilized by institution-wide, cross-functional, mission critical software applications. As the Team Lead for the Database Management Team, other responsibilities include advising and providing consent on work performed by other database administrators by insuring all databases are monitored, including appropriate security, and all databases are optimally tuned and performing properly. The position also devises strategies for the best utilization of database administration as well as database server resources.

Asst Mgr Enterp App Automation -1  
50% Support & 50% Development

This position also requires the ability to plan, guide, report, and supervise the work of a team of database administrators and related support personnel, prioritizing and assigning tasks within the team. This position will manage major projects and is responsible for all aspects of project administration. Responsibilities for the position include supervising the enterprise information technology efforts related to workforce office automation including portal administration, self service, web application development, imaging and workflow application development and administration. The position will be responsible for managing the infrastructure administration for portal, imaging, and workflow systems which includes installing system upgrades, patches, and fixes. Other responsibilities include the administration of security access for the different system infrastructures, auditing portal and workflow activity and performance, and maintaining documentation and training materials for the areas within the team. The position will design, develop and support the development and maintenance of enterprise-class information systems operating on any of the University of Toledo's servers, including web servers, database servers, enterprise servers, file servers, imaging servers, workflow servers and network servers. The position will model and create databases and database objects, is expert in multiple development platforms and works across the range of development technologies to provide This position is responsible for managing the IT Collaboration Services team and the overall operations of The University of Toledo's collaboration systems that include electronic communications (email, instant messaging, web conferencing, etc.), identity management, authentication services, data access control, and file/print services. Activities of the team include selection of the technologies; installation, upgrades, and troubleshooting of server related hardware and software; and the establishment of operational processes and procedures to

Asst Mgr, Tech Collaboration -1  
50% Support & 50% Development

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Business Systems Analyst - 3  
50% Support & 50% Development

The business system analyst will design new IT solutions to improve business efficiency and productivity. The business system analyst will work closely with clients; examine existing business models and the flows of data in Enterprise Resource Applications (SunGard Banner, etc.); discuss findings with clients, and then design an appropriate IT solution. The business system analyst will draw up and specify costs and resources, if any, and produce outline designs of clients requirements, specifying the data, files and logical operations the system will perform, and the way data will be viewed by the user. The business system analyst will work closely with the technical teams to implement the solution. Other responsibilities are: liaise extensively with external or internal IT clients; produce project feasibility reports; translate client requirements into highly specified project briefs; identify options for potential solutions and assess them for both technical and business suitability; create logical and innovative solutions to complex business problems; draw up specific proposals for modified or replacement systems; present Working as College Instructional Technology Administrator, this position is responsible for providing information technology support for any or all of the following: faculty, staff, research computing, and instructional computer lab systems. The following are primary functions of this job: Assists faculty, staff and student in planning, designing and implementing technology based instruction; aids in the planning and production of both classroom and online learning instructional materials; provides innovative instructional technology applications campus wide and within the community; and promotes the usage and understanding of Instructional Technology Learning Management System as well as faculty development. Assist in the development, support and maintenance of the Local Area Network infrastructure and network services; Research, test compare, and recommend hardware and software solutions to enhance security and overall performance at the desktop level; Oversee and/or manage IT student staff, college IT department staff, or junior IT staff members. Provide support and training for The incumbent of this position is responsible for the installation, configuration and 24x7 operations of the university's enterprise collaboration systems. Collaboration systems include electronic communications (Email, Voice Mail, IM, Faxing, etc.), web conferencing, electronic directory services, identity management, and file sharing services. The incumbent works to provide highly available collaboration systems and services that enhance the collaboration of university constituents.

Col Instr Tech Administrator - 1  
100% Support

Collaboration Systems Asst Adm -1  
100% Support

College Comp Admin - 4  
100% Support

Working as College Computing Administrator, this position is responsible for college wide information technology support, planning, design of desktops and network services; and is also responsible for providing information technology support faculty, staff, research computing and students. The following are primary functions of this job: Assist in the development, support and maintenance of the Local Area Network infrastructure and network services; Install, upgrade and support Microsoft Windows 2000, XP, Vista, and various industry-standard software packages; Active directory administration; Use of system management tools (SMS and others); Install, upgrade and support various hardware (i.e. servers, workstations, laptops, and peripherals); Provide support for distributed file/storage servers and backup systems; Research, test compare, and recommend hardware and software solutions to enhance security and overall performance at the desktop level; Oversee and/or manage student staff, college department staff, or junior IT staff members. Provide support and training for instructional technology

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College Instructional Tech Adm - 1 100% Support	Assists faculty, staff and student in planning, designing and implementing technology based instruction; aids in the planning and production of both classroom and online learning instructional materials; provides innovative instructional technology applications campus wide and within the community; and promotes the usage and understanding of Instructional Technology Learning Management System as well as faculty development. Assist in the development, support and maintenance of the Local Area Network infrastructure and network services; Research, test compare, and recommend hardware and software solutions to enhance security and overall performance at the desktop level; Oversee and/or manage IT student staff, college IT department staff, or junior IT staff members, Provide support and training for instructional technology (Smartboard, Polycom, projectors, Plasma/LCD screens, etc.). Take lead role designing and maintaining software images for faculty, staff and instructional lab computers; Provide informal training on the use of software packages and web-based applications; Consult and advise regarding the purchase and acquisition of information technology: Provide
College IT Administrator - 2 100% Support	The primary function of this position is to provide academic and administrative desktop support to faculty, staff and students in the College of Education, maintaining and implementing systems for Windows and Apple systems; to troubleshoot and provide support for the operating systems, applications, and hardware for the above mentioned systems; to provide computing support and assistance in overseeing and coordinating the operation of college-owned student computer labs, mobile classroom computer carts, and the College of Education computer and multi-media equipment checkout system.
Computer Operator 2 100% Support	Works under general supervision and requires working knowledge of mainframe and microcomputer hardware computer systems and operating procedures in order to operate and monitor mainframe computer and microcomputer hardware systems and peripheral equipment. Knowledge of mainframe computer and microcomputer operating system/procedures; Job Control Language (JCL); Ability to deal with problems involving several variables of specialized nature.
Data Systems Coord. 1 - 2 100% Support	Assists systems analysts in development of computer programs, gathers, & analyzes raw data, assists with development of procedures to expedite processing of data.
Database Administrator - 1 100% Development	Administer, oversee, monitor and coordinate the selection, implementation, configuration, design, development, normalization, security, operation, processing, performance, maintenance, backup and recovery of sophisticated Oracle and SQL Server, and other relational database and data storage and retrieval systems operated on client/server and enterprise server systems that are utilized by institution-wide, cross-functional, mission critical software applications
Desktop Virtual Spec -1 50% Support & 50% Development	Responsible for design, implementation and maintenance of the virtual desktop environment, assisting with software packaging and desktop image creation. This position also provides support as a high level desktop technician.

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Dir College Tech Cli Serv Appl -1  
100% Development

As a key member of the IT Department leadership team, the Director of College Technology, Client Services & Application Automation directs the operations of the College Technology, University Client Services support and Application Automation. This position serves the University community 24/7, and handles thousands of requests annually in addition to providing college technology support for the College of Languages, Literature & Social Sciences (LLSS); College of Natural Science and Mathematics (NSM); College of Visual & Performing Arts (VPA) and College of Education & Health Science & Human Services. This position provides leadership and explores strategic opportunities for leveraging existing services, implementing innovative technologies and management techniques, providing better integration across the colleges, and optimizing economies to best serve the University community through IT services that maximize productivity, efficiency, and effectiveness. Operationally, this position supports all students, faculty, and staff functions including; hardware, software, mobility, computing help and knowledge Provide leadership and direction to desktop support staff. Provide contact person, technical expertise, and obtain cost analysis for equipment and projects for the Dean of University College, chairpersons of each supported departments. This position is the liaison between the Dean/Associate Deans of University College, chairpersons and Educational & Information Technology. This position is responsible for the following: Directing computing and information technology support at the University College; Provide leadership vision in long-range planning for the University College computing requirements; Understand how technology is used in education - develop instructional labs for instructional education; Set policies for managing and implementing information technology in the college; Recommend and oversee the annual purchase of computers, software and related information technology; Develop and oversee the implementation of policies, procedures and long-range plans governing information technology at the University College; Serve in a liaison role to the Dean of University College for technoloav issues: integrate the College and the central computing organization's The Director of Health Information Technology (HIT) and Health Care Informatics (HCI) is a newly created position that will be responsible for directing and managing health information technology and healthcare informatics for The University of Toledo. A key challenge for the Director of HIT & HCI will be the management of HIT & HCI initiatives and other clinical projects and the support of The University of Toledo's mission of clinical service, research and education. In addition to directing and managing the development and implementation of clinical systems in healthcare informatics for physicians, nurses and medical students, this position will also be responsible, in concert with other clinical departments, for improving the workflow of patient care. This position reports directly to the Vice President of Information Technology and Chief Information Officer. This position will supervise a staff of clinical systems analysts, healthcare applications analysts, EHR applications analyst, clinical educators, revenue cycle analyst, healthcare enterprise applications architect & developer and a director; and work collaboratively with Hospital IT Client

Dir, Hospital Client Srv - 1  
100% Support

Director, HIT & HCI - 2  
100% Support

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eCommerce Administrator - 1  
100% Support

The role of this position is to design, develop, implement, operate, and manage the University's eCommerce systems and architecture that supports the Rocket Card offerings. To effectively perform these functions the incumbent will be the primary technical liaison with the eCommerce vendor(s), will implement the solutions requested by Auxiliary Services, will service the vendor workstations around campus that accept the Rocket Card system, install and maintain the eCommerce server(s) and applications, maintain the system's inter-connecting data network, develop and support interfaces with other systems such as Banner and AD to promote information sharing and efficient operations, and provide for appropriate security measures.

EHR Applications Analyst - 1  
100% Development

Under direction, analyzes, plans, organizes and coordinates the Healthcare applications and other related healthcare systems in UTMC. The incumbent is required to have comprehensive healthcare applications knowledge, experience and technical ability to implement and support an integrated healthcare system and applications in areas of healthcare, decision support systems, and clinical management applications.

Enterprise App Architect - 1  
50% Support & 50% Development

The role of this position is to provide planning, architectural design, development and support of the central University server services used to support administrative and academic initiatives and applications. This position is charged with designing and maintaining highly available, reliable, and secure server systems that host applications developed or managed by EIT.

The incumbent of this position will identify areas where server-based computing is appropriate, determine the most appropriate server services to be used, architect solutions to meet the system needs and desires, specify or design appropriate server systems, develop security, monitoring and recovery processes, and manage system performance, capacity and availability metrics. Also, support or direct the operation and maintenance of a centralized multiple-server environment and provide the vision necessary to keep the University at the forefront of technology.

Enterprise Appltns Automtn Dev - 1  
50% Support & 50% Development

The position will be responsible for the institution's enterprise applications programming and development, workflow automation, report deployment and delivery, operational data stores and data warehouses. Other responsibilities include providing training and customer support for all major enterprise business applications including human resource, finance, grants accounting, and payroll areas. Expert knowledge of enterprise applications programming, workflows development and business processes are important. Responsibilities also include the management of reporting environments and report development, the development of business intelligence (dashboards and executive management decision tools), development of operational data stores and data warehouses, and educating and communicating these services, features, and tools to the institution's community. Other responsibilities include working with software developers to provide data access, manipulation, and functionality via stored procedures, functions, extracts, and custom interfaces. Proficiency in applications programming and workflow automation and programming skills are required for the position in

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Executive Secretary 2 - 1  
100% Support

Relieves the supervisor of routine administrative functions, makes independent decisions following established policies and procedures, and handles confidential correspondence regarding personnel, budget, and other matters including collective bargaining issues. Assures the goals and objectives of the sVP are followed.

Information Security Architect - 1  
50% Support & 50% Development

The Information Security Architect, under the direction of IT's Assistant Manager of Information Security and the Information Security Officer, is charged with designing and leading the implementation of a technical security infrastructure that provides an effective security border to reduce the risks of data loss or leakage, unwarranted network intrusion, and compliance with regulatory information security requirements. The incumbent must stay abreast of current information attack methods and the available or emerging technologies to thwart information security breaches. S/he will use their excellent knowledge and experience in information systems, networking, and network services, to effectively deploy the available security provisions into the overall security infrastructure design using a layer approach where possible. The Information Security Architect will review and assess the IT systems and network designs to insure that their designs and implementation assure adequate security provisions. S/he will act as an internal security consultant to the various IT teams to develop system implementation or modification strategies. The Admin Mgr will plan, coordinate, and direct a broad range of services that will allow the Dept of Info Tech to operate efficiently. The Admin Mgr will ensure that contracts, requirements, and regulations are followed and up to date. Will examine patterns and trends, implement strategies for technology usage to plan for long-term maintenance, innovative, and replacement services.

IT Admin Manager - 1  
100% Support

Manager, Desktop Support - 1  
100% Support

Provides leadership vision in long range planning, technology requirements and initiatives and has an understanding of how technology is used in education; Assist in setting policies for managing and implementing information technology in the University Desktop Support team. Working as part of the University Desktop Support team, this position is also responsible for performing the following functions for the faculty, staff and instructional labs: install, upgrade and support software packages; active directory administration, install new hardware; troubleshoot computer hardware, printer and network problems; design and implement software images for faculty, staff and instructional lab computers; provide training on the use of software packages; consult and advise regarding information on recent technological developments and changes; develop and assist in the development on web-pages and web-applications; serve as liaison between users and IT; provide support for distributed file servers and backup systems containing distributed administrative or academic data.

Mgr Server Admin - 1  
100% Support

This position is responsible for managing the Server Administration team and the overall daily server operations of The University of Toledo's network including selection of technology, upgrades, installation, and troubleshooting of server related hardware, software and applications.

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Mgr, Information Security - 1  
100% Support

Under the general direction of the Senior Director of Network Services, the Manager of Information Security serves as the University's Information Security Officer and is responsible for managing the Information Security team and the day-to-day operation of the information security activities. These activities are those designed to maintain compliance with the university's information security policies, implements the university's information security and privacy programs, and mitigates the security risks to informational assets. The scope of the Information Security team is university-wide (Academic Enterprise-Main Campus and Medical Center). Responsibilities include assuring that information created, acquired or maintained by The University of Toledo, and its authorized users, is used in accordance with its intended purposes; to protect The University of Toledo information and its infrastructure from external and internal threats; and to assure that The University of Toledo complies with statutory and regulatory requirements regarding information access, security and privacy. The incumbent serves as the This position is charged with architecting the University's data network for high availability, security and performance and then installing, supporting and managing the network devices and systems through their production lifecycle.

Network Architect - 1  
100% Support

Network Engineer - 1  
50% Support & 50% Development

The primary responsibility of the Network Engineer is to implement, troubleshoot, manage, and enhance the various components of UT's data network. The Network Engineer installs, maintains, documents, and troubleshoots network components and protocol implementations to support the campus and remote data networking needs. The Network Engineer works directly with customers, IT teams, other UT technology providers, and vendors to support and implement various application and network solutions.

Network Security Architect - 1  
50% Support & 50% Development

This position will lead network security projects developing project plans, technical designs, cost and time estimates, insuring compliance with technical standards and procedures, documenting network security designs and implementations, status reporting, and providing technical direction to other networking and computing professionals. The Network Security Architect also develops, recommends and maintains the University's network security architectural standards, policies, and procedures. The position performs follow-up activities to insure that high levels of security are maintained and provides coaching and training to other UT departments, IT technical staff, and technology partners.

Network Servs App Developer - 1  
50% Support & 50% Development

The primary responsibility of this position is to develop, manage and maintain the systems and processes that insure effective management of IT network services through the implementation of IT best practices. The incumbent will use collaboration systems such as SharePoint Services to establish and maintain systems and processes necessary to insure the delivery of high quality network services. Critical internal IT systems and processes addressing key management disciplines such as change, problem, performance, service level, asset, and project management will be designed, developed and maintained to insure that information is shared and processes allow for the collaborative management of complex systems requiring involvement of multiple teams and personnel.



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Senior Network Engineer - 2  
50% Support & 50% Development

The primary responsibility of the Senior Network Engineer is to design, implement, troubleshoot, manage, and enhance the various components of UT's data network. The Senior Network Engineer conducts research, planning, and design of network topologies and protocol implementations to support campus and remote data networking needs. The Senior Network Engineer works directly with customers, IT teams, other UT technology providers, and vendors to define and implement various application and network solutions. This position also serves as a representative of the university to various external organizations or partnering institutions in regards to data networking initiatives of the community.

Sr Col Instr Technology Admin - 3  
100% Support

Install, upgrade and support various software packages; active directory administration; support for client-side networking (TCP/IP and other protocols); install, upgrade and support various hardware; provide support for distributed file servers and backup systems; test and compare various hardware and software products; troubleshoot computer hardware, printer and network problems; design and implement software images for faculty, staff and instructional lab computers; provide informal training on the use of software packages; consult and advise regarding the purchase of information technology as well as recent technological developments and changes; assist in the development of web-pages and web-applications; serve as liaison between users and EIT.

Sr Dir Network Svcs - 1  
50% Support & 50% Development

The incumbent is responsible for directing the IT teams that provide the technical IT infrastructure management and operations for the areas of including: data networks, telecommunications, server operations, storage management, collaboration systems, and information security. This position is responsible for the technical, operational, financial, personnel, and process management of IT infrastructure, under the approval of the Vice President of Information Technology. This position also serves as the Information Security Officer for the institution.

Business Systems Analyst - 1  
100% Development

The business system analyst will design new IT solutions to improve business efficiency and productivity. The business system analyst will work closely with clients; examine existing business models and the flows of data in Enterprise Resource Applications (SunGard Banner, etc.); discuss findings with clients, and then design an appropriate IT solution. The business system analyst will draw up and specify costs and resources, if any, and produce outline designs of clients requirements, specifying the data, files and logical operations the system will perform, and the way data will be viewed by the user. The business system analyst will work closely with the technical teams to implement the solution. Other responsibilities are: liaise extensively with external or internal IT clients; produce project feasibility reports; translate client requirements into highly specified project briefs; identify options for potential solutions and assess them for both technical and business suitability; create logical and innovative solutions to complex business problems; draw up specific proposals for modified or replacement systems; present The position will design, develop and support the development and maintenance of enterprise-class information systems operating on any of the University of Toledo's servers, including web servers, database servers, enterprise servers, file servers, imaging servers, workflow servers and network servers. The position will model and create databases and database objects, is expert in multiple development platforms and works across the range of development technologies to provide integrated applications to solve complex business needs.

Sr Enterprise Apps Auto Devlp -1 - Mike Scott  
50% Support & 50% Development

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Sr Server Administrator - 1  
100% Support  
T

The primary responsibilities of the Senior Client-Server Administrator are to resolve all first-and-second tier academic and healthcare technical issues through: telephone, email, voicemail, web requests, walk-ins and tickets as part of the University of Toledo's 24x7 technical issues tracking system on a rotational basis, if needed. The Senior Client-Server Administrator will serve as the resident expert with server administration and troubleshooting, network troubleshooting and monitoring, HealthCare Applications support and monitoring (McKesson, GE, etc.), Core Enterprise Applications support such as; Email (Exchange), OCS (Windows), IM (Windows), SunGard Banner, iSupport, Appworx, VMWare, etc. The Senior Client-Server Administrator will be responsible for updating and maintaining the internal knowledgebase. The Senior Client-Server Administrator will act as a liaison between the customer and the information technology support teams while technical resolution is being completed. The Senior Client-Server Administrator will also oversee all on-site technical and hardware support within the University of Toledo. The Senior Systems Analyst develops and maintains administrative systems operating on any of the University of Toledo's servers, including enterprise server(s), network server(s), regional server(s), database server(s), and departmental server(s).

Sr Systems Analyst - 1 - Timothy Sams  
100% Support

Sr Web Services Administrator - 1  
100% Development

The senior web services administrator supports, delivers and develops complex portal, self service, and web applications in support of the University's business needs. The position is responsible for maintaining a high level of availability for self service applications and the portal to ensure these mission critical applications are supported both during and outside business hours. The senior web services administrator is responsible for all aspects of the analysis, design, development, and implementation of a variety of computer applications in a complex environment, operating on any of the University's servers, including enterprise servers, web servers, network servers, regional servers, database servers, and departmental servers. The position will be responsible for the administration and management of portal, self service and various other web systems which includes installing system upgrades, patches, and fixes. Other responsibilities include auditing portal and web activity and performance, working within multiple databases and operating systems, maintaining various web servers, and maintaining documentation and training.

Systems Administrator - 1 - Jason Rahe  
100% Support

The role of this position is to provide primary UND support for the service requests related to general server services such as file creation and expansion, print queue creation, account management requests, file restoration, and file security maintenance. Further, the incumbent of this position will maintain current procedural documentation related to the performance of these activities and provide direction and documentation to the first-line support personnel in Desktop Support and Operations in the effective use and maintenance of these services.

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Team Lead Student Appl - 1 100% Development	Responsibilities for the position include supervising the enterprise information technology efforts related to student systems and applications. Functions include the administration, support, maintenance, and development of these systems. Other responsibilities include the development and maintenance of a myriad of interfaces with enterprise systems. The position will design, develop and support the development and maintenance of enterprise-class information systems operating on any of the University of Toledo's servers, including web servers, database servers, enterprise servers, file servers, imaging servers, workflow servers and network servers. The position will model and create databases and database objects, is expert in multiple development platforms and works across the range of development technologies to provide integrated applications to solve complex business needs. The position will work with the University community to analyze business processes and practices and design and implement automated processes, solutions and systems. As an assistant manager, this position also
Tech Director College of BA - 1 - Joseph Kielczewski 100% Support	Keep the technical programs at the College of Business Administration current and relevant to support the college's unique role in education. Assure both quality and consistency in Business Administration college wide computing and technology. Maximize college-wide understanding of priorities for information technology. For faculty, staff and students provide the technical knowledge and expertise necessary for the continued success of the College of Business Administration at the
Tech Director College of Pharm - 1 - Patricia Pulcini 100% Support	University of Toledo. Assist the College in developing and implementing a vision and long-range plan for instructional, research and administrative computing. Oversee the implementation and integration of College and University information technology policies and procedures. Serve as a main member of the Academic Computing Committee for the College of Pharmacy. One of the primary purposes of this committee is to oversee all aspects of the Student Technology Fee. This includes but is not limited to: determining the amount to be collected, evaluating requests for use, and the actual acquisition of all items purchased with the fund. Design and maintain the college's computer labs and classrooms. Assume overall responsibility for technical support for personal computers and servers that are used in instructional, research and administrative activities. This responsibility covers both supervising other EIT staff assigned to the college, and directly providing the support. For this position, technical support includes setup and maintenance of college servers, purchasing and installing new software and hardware, solving problems with hardware and
Telecomm Tech Spec - 2 - Mark Monroe & Richard Overholt 100% Support	The person in this position will be programming\configuring telecommunications hardware and software to implement planned changes such as: 1) telephone moves, adds, and changes; 2) Create or modify call center configurations using Automated Call Distribution System; 3) install and configure PBX interfaces for inter-switch call routing and local/long distance exchange carrier connections.
Telecommunication Analyst 2 - 1 - Marybeth Kurtz 100% Support	The role of this position is to document, monitor and provide support for the enterprise backup systems, and ePO antivirus for all Information Technology centrally maintained systems. This position is charged with maintaining highly available, reliable, and secure backup for systems that are managed by the university IT department as well as the management of the university ePO antivirus deployment that protects all IT servers and workstations.

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Univ Computing Administrator - 2  
100% Support

University Computing Administrator is responsible for college-wide information technology support, planning, design of desktops and network services. Also this position is responsible for providing information technology support faculty, staff, research computing, and students. The following are primary functions of this job: The University Computing Administrator assist in the development, support and maintenance of the Local Area Network infrastructure and network services; Install, upgrade and support desktop operating systems and various industry-standard software packages; Microsoft directory administration; Use of system management tools (SMS and others); Install, upgrade and support various hardware (i.e. servers, workstations, laptops, and peripherals); Provide support for distributed file/storage servers and backup systems; Research, test compare, and recommend hardware and software solutions to enhance security and overall performance at the desktop level; Oversee and manage junior IT staff members; Take lead role in designing and maintaining software images for faculty, staff and lab computers; Provide informal training on the use of software packages and web-based applications operating on any of the University of Toledo's servers, including enterprise server(s), network server(s), regional server(s), database server(s), and departmental server(s)

Web Developer - 1  
100% Development

The role of this position is to provide planning, design, development and support of the University's web server(s) used to support the administrative web initiatives and applications. This position is charged with designing and maintaining a highly available, reliable, and secure web server environment

Web Systems Administrator - 1  
100% Support

The Systems Administrator designs, installs, monitors, tunes, and administers the IT servers and systems software and hardware that comprise the infrastructure on which the applications and data used to run the university reside. These systems include application servers, e-mail servers, file servers, web servers, database servers, print servers, clustered services, load balanced services, authentication services, directory services maintenance and administration, and distributed systems services in development, test, and production.

Windows Server Administrator - 1  
50% Support & 50% Development

Revenue

No revenue is generated through this office

Operating Budget

Supplies  
Travel  
Info/Communication

Planned Usage

purchases used in support of normal office activities (paper, pens, etc.)  
No travel planned. Will be used if necessary for trips to attend training or continuing education  
Printing costs mostly are associated with eReq's, PO's, maintenance contract, developing workflows, project plans and presentation materials

Helpful Statistics/Other Information

Reference The Hackett Group Report - page(s) 13, 20, & 21

**Purpose of Area**

To Maintain the IT Business Systems Maintenance Contracts-

- Implement productivity enhancements built into Banner 8.x for Admission & Enrollment, AR, Finance, HR & Payroll, Grants, Registrar and other areas. ●
- Implement academic decision support system and Banner Flexible Registration. ●
- Implement employees centered systems such Web Time Entry, FMLA, Open Benefit Enrollment, Travel & Expense, employees' electronic personnel action process (ePAF) and Personnel Management (PeopleAdmin). ● Automate Student Admission processing, Curriculum & Program Tracking; Graduate Faculty Tracking; and Dissertation & Thesis tracking.
- Develop dashboards and scorecards – for administrators and students, and revenue for strategic measures. ●
- Automate: FMLA, Open Benefit Enrollment, and Personnel Management (PeopleAdmin).

**Tie in with Strategic Plan**

Goal #3:

Continue the development of administrative systems to enhance productivity

[In support of UT Strategic Directions 2011 – Goal 1, sub-goals 1, 2, & 5; Goal 2, sub-goals 1, & 2]

**Employees**

**Brief job description for each position type**

no staff paid through this index

**Revenue**

No revenue is generated through this office

**Operating Budget**

Supplies  
Travel  
Info/Communication

**Planned Usage**

Purchases software to support MC and HCS (SAS, SPSS, McAfee, Adobe, etc..)  
No Travel

**Helpful Statistics/Other Information**

Reference The Hackett Group Report - page(s) 11, 14, 36, 40 & 41

**Purpose of Area**

- IT CIO Operating Expense Account-
- Deploy a call tracking system that will enable IT to track calls and enhance service response.
  - Expand automated systems deployment using System Center Configuration Manager (SCCM) usage across the entire University.
  - Expand Virtual Desktop Infrastructure (VDI) upgrade and standardization.
  - Expand the security of data on personal computers and laptops through the use of McAfee Endpoint Encryption for personal computers.
  - Centralized intra-net knowledge database for customer support.
  - Streamline administration of personal computer Group Policies.
  - Support an ongoing computer purchase and refresh plan.

**Tie in with Strategic Plan**

- Goal #5: Develop outstanding IT client services support for Academic and Hospital/Clinical areas  
[In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 1 2, & 5, Goal 3, sub-goals1, 2 & 7, Goal 4, sub-goals 1, 2, 3, 4 & 5, Goal 5, sub-goals 2, 4, 5 & 9]

**Employees**

**Brief job description for each position type**

no staff paid through this index

**Revenue**

No revenue is generated through this office

**Operating Budget**

**Planned Usage**

Supplies	1000 PC/Laptop \$800 each 200 Apple iMac/Laptop \$1,100
Travel	No travel planned. Will be used if necessary for trips to attend training or continuing education
Info/Communication	Printing costs mostly are associated with project plans/budgets/presentations

**Helpful Statistics/Other Information**

Reference The Hackett Group Report - page(s) 22, 24, 33, 34, & 39

**Index: A10601 IT O&I Contracts**

**Purpose of Area**

IT O&I Contracts used to support network services for the MC - Design new IT solutions to improve business efficiency and productivity.

- Ability to manage, plan, guide, report, and coordinate the work of a team of information technology and support personnel in the management and/or support of the institution's system analysis, enterprise applications, reporting, operational data stores, and data modeling.
- Work closely with clients; examine existing business models and the flows of data in enterprise applications discuss findings with clients, and then design an appropriate IT solution.
- Maintain liaison role with various end-user departments to ensure good service.

**Tie in with Strategic Plan**

Goal #3:

Continue the development of administrative systems to enhance productivity

[In support of UT Strategic Directions 2011 – Goal 1, sub-goals 1, 2, & 5; Goal 2, sub-goals 1, & 2]

**Employees**

**Brief job description for each position type**

no staff paid through this index

**Revenue**

No revenue is generated through this office

**Operating Budget**

Supplies  
Travel  
Info/Communication

**Planned Usage**

Network servers, switches, network storage, etc...  
No

**Helpful Statistics/Other Information**

Reference The Hackett Group Report - page(s) 21, 28, 29, & 35

**Purpose of Area**

IT O&I Lab Support Group used to provide additional support to the IT staff-

- Implement productivity enhancements built into Banner 8.x for Admission & Enrollment, AR, Finance, HR & Payroll, Grants, Registrar and other areas.
- Implement academic decision support system and Banner Flexible Registration.
- Implement employees centered systems such Web Time Entry, FMLA, Open Benefit Enrollment, Travel & Expense, employees' electronic personnel action process (ePAF) and Personnel Management (PeopleAdmin).
  - Automate Student Admission processing, Curriculum & Program Tracking; Graduate Faculty Tracking; and Dissertation & Thesis tracking.
- Develop dashboards and scorecards – for administrators and

**Tie in with Strategic Plan**

Goal #3:  
Continue the development of administrative systems to enhance productivity  
[In support of UT Strategic Directions 2011 – Goal 1, sub-goals 1, 2, & 5; Goal 2, sub-goals 1, & 2]

**Employees**

5 Interim IT Mgmt Resources  
50 students

**Brief job description for each position type**

**Revenue**

No revenue is generated through this office

**Operating Budget**

Supplies  
Travel  
Info/Communication

**Planned Usage**

computer equipment  
No

**Helpful Statistics/Other Information**

Reference The Hackett Group Report - page(s) 20, & 30



Purpose of Area	Tie in with Strategic Plan
<p>IT Personnel - HSC-Implement of digital campus phase 5 to enhance healthcare access and delivery.</p> <ul style="list-style-type: none"> <li>● Improve electronic workflow for physicians, nurses and patient care.</li> <li>● Continue the implementation &amp; upgrade of EMR/EHR systems to achieve ARRA (HITECH Act) Meaningful Use Criteria.</li> <li>● Maximize system integration for cost reduction and patient safety.</li> <li>● Support research through reporting /database development and strengthen relevant data access.</li> <li>● Support all compliance efforts for all accreditations and regulatory bodies (JCAHO, CMS, HIPAA, etc.).</li> <li>● Maintain and enhance the positive, effective, and productive customer service approach to issues and solutions. Keep the end users educated and efficient with clinical technology for quality and patient safety.</li> <li>● Align IT with academic health system components brought about by Health Care Reform Act.</li> <li>● Support and enhance clinical and simulation center educational programs with emphasis on healthcare applications use and integration to core multi-disciplinary curricula.</li> </ul>	<p>Goal #4: Implement of digital campus phase 5 to enhance healthcare access and delivery [In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 5, sub-goals 3, 4, 5, 6, 7, &amp; 9]</p>

Employees

Brief job description for each position type

<p>25 Employees Database Administrator - Dba - 100% Development</p>	<p>Administer, oversee, monitor and coordinate the selection, implementation, configuration, design, development, normalization, security, operation, processing, performance, maintenance, backup and recovery of sophisticated Oracle and SQL Server, and other relational database and data storage and retrieval systems operated on client/server and enterprise server systems that are utilized by institution-wide, cross-functional, mission critical software applications.</p>
<p>Desktop Packaging Engineer 2 - 100% Support</p>	<p>Responsibilities for the position include supervising all aspects of software package design and implementation, and process automation related to desktop images. The position will additionally be responsible for coordinating, planning, developing, testing, and deploying software packaging utilizing various industry standard software tools across an array of systems for the entire institutor</p>
<p>Director Of Academic Computing - 1 100% Support</p>	<p>The Director of Academic Computing role is to help ensure the streamline operation of the IT Department in alignment with the business objectives of the organization. This indivual will plan, coordinate, direct, and design, acadmic IT-related activities of the orgaization, as well as provide administrative direction and support for daily operational activities of the Academic Sippot staff. The director of Academic Computing will work closely with decision makers in other departments to identify, recommend, develop, implment, and support cost-effective technology solutions for the organization.This person will also help define and Implement IT policies, procedures and best practices.</p>
<p>Director, Technology, Con - 1 100% Support</p>	<p>Direct Computing and Information technology at the College of Nursing .Provid leadership vision in the long-range planning of the College of Nursing' computing requirments - understand how technology is usd in CON. Set policies for managing and implimenting information technology nat hte College of nursing. Overall responsibility for functioning nof College cumputing which includes the installation and maintenace of instructional labs, departmental labs, open student labs, faculty/staff desktop equipemnt, servers, videoconferencing, wireless, av equipment and tech fee initiatives. Will supervise IT staff and stufdents. Will be involved in the bhiring and disciple process. Attend committee meetings as appointed by the Dean of Nursing.</p>

Lead Pc Lan Tech - 3  
100% Support

The Lead PC LAN Tech is responsible for information technology support, planning, design of desktops and network services. Also this position is responsible for providing information technology support for faculty, staff, clinical staff, research computing, and students. The following are primary functions of this job:

The Lead PC LAN Tech will: assist in the development, support and maintenance of the Local Area Network infrastructure and network services; install, upgrade and support desktop operating systems and various industry-standard software packages; use system management tools (SMS and others); install, upgrade and support various hardware (i.e. servers, workstations, laptops, smartphones, and peripherals); provide support for distributed file/storage servers and backup systems; research, test compare, and recommend hardware and software solutions to enhance security and overall performance at the desktop level; provide input in designing and maintaining software images for faculty, staff and lab computers; provide informal training on the use of software packages and web-based applications; consult and advise regarding the purchase and acquisition of information technology; provide various reports (inventory, work flow, etc.).

The Lead PC LAN Tech is responsible for information technology support, planning, design of desktops and network services. Also this position is responsible for providing information technology support for faculty, staff, clinical staff, research computing, and students. The following are primary functions of this job:

Manager Network Operations - 1  
50% Support & 50% Development

Lead and manage the university's network engineering and operations team to design, develop, operate and maintain an effective computer network architecture that satisfies the clinical, educational, residential, and administrative needs of the University and its constituents. Develop technical strategies and plans to satisfy the organization's needs for cost-effective networking architectures. Manage project team members in the development of technical network designs, operational support of the installed network, and the deployment of new network systems and services. Enhance customer service by leading a responsive team that understands and satisfies the needs of the network users. Recommend policies, procedures, budgets, and service levels to insure the effective use of the networked infrastructure in satisfying the needs of the University constituents. Manage the support resources in such a manner as to optimize and enhance the availability, reliability, usability, performance, and recoverability of the systems under management. Maintain an effective network support team through the use of effective leadership techniques, employee development processes, and the modeling of desired employee behaviors.

Network Engineer 2 - 1  
50% Support & 50% Development

The primary responsibility of the Network Engineer 2 is to design, implement, monitor, troubleshoot, manage, and enhance the various components of UT's data network. The Network Engineer 2 serves as an architect to research, plan and design network topologies and protocol implementations to support campus and remote IP networking. The Network Engineer 2 works directly with customers, IT teams, other UT technology providers, and vendors to define and implement application and network requirements and solutions. This position also serves as a representative of the University to various external organizations or partnering institutions in regards data networking initiatives of the community.

Network Specialist - 3  
50% Support & 50% Development

The Network Specialist designs, installs, monitors, tunes, and administers all of the IT servers and systems software and hardware that comprise the infrastructure on which the applications and data used to run the university reside. These systems include application servers, e-mail servers, file servers, web servers, database servers, print servers, clustered services, load balanced services, authentication services, directory services maintenance and administration, and distributed systems services in development, test, and production.

Pc Lan Support Tech -7  
50% Support & 50% Development

The PC LAN Tech is responsible for information technology support, planning, design of desktops and network services. Also this position is responsible for providing information technology support for faculty, staff, clinical staff, research computing, and students. The following are primary functions of this job:

Systems Analyst 2 - 1  
50% Support & 50% Development

The systems analyst 2 is responsible for installing purchased packages, developing packages, programming in-house applications, integrating and testing applications, and diagnosing production problems. The systems analyst 2 supervises and works with project teams ensuring that application systems are of the highest quality and in compliance with standards and organizational objectives. This requires involvement by the systems analyst 2 at various capacities including, managing and planning project assignments, developing design and technical specifications, assisting users with business requirements, mentoring and training application developers, and promoting and developing strategic new services. The systems analyst 2 leads major projects and is responsible for all aspects of project administration leading to successful implementation. The systems analyst 2 works within IT and with representatives of the campus community to ensure services are aligned with internal and external customer needs. Contacts technology vendors as needed to solve issues or obtain information. Establishes and maintains constructive and effective relationships, actively promoting customer service and teamwork values.

<p>Systems Analyst 3 - 1 50% Support &amp; 50% Development</p>	<p>The systems analyst 3 delivers and develops large complex applications in support of the University's business needs. This position is responsible for all aspects of the analysis, design, development, and implementation of a variety of computer applications in a complex environment operating on any of the University's servers, including enterprise server(s), network server(s), regional server(s), database server(s), and departmental server(s). The systems analyst 3 is responsible for installing purchased packages, developing packages, programming in-house applications, integrating and testing applications, and diagnosing production problems. The systems analyst 3 supervises and works with project teams ensuring that application systems are of the highest quality and in compliance with standards and organizational objectives. This requires involvement by the senior enterprise application developer at various capacities including, managing and planning project assignments, developing design and technical specifications, assisting users with business requirements, mentoring and training application developers, and promoting and developing strategic new services. The systems analyst 3 leads major projects and is responsible for all aspects of project administration leading to successful implementation.</p>
<p>Telecomm Technician Specialist - 1 100% Support</p>	<p>The person in this position will be programming/configuring telecommunications hardware and software to implement planned changes such as: 1) telephone moves, adds, and changes; 2) Create or modify call center configurations using Automated Call Distribution System; 3) install and configure PBX interfaces for inter-switch call routing and local/long distance exchange carrier connections. The person in this position will also be troubleshooting telecommunications hardware and software to solve problems such as: no dial tone, call forwarding issues, calls not being completed, call center malfunctions, voice mail malfunctions, etc. The person in this position will work with manufacturers support technicians and local carrier technicians as necessary to solve problems.</p>
<p>Telephone Services Manager - 1 100% Support</p>	<p>Oversees and coordinates the daily activities necessary for providing telephone communications to the UT Medical Center and the rest of the Health Science Campus. Also coordinates and performs operational activities involving associated telecom systems such as: the HSC call accounting system, voicemail, ACD, Pagers, and telecom work order system.</p>
<p>Unix/linux Systems Adm -1 100% Support</p>	<p>The Systems Administrator designs, installs, monitors, tunes, and administers the IT servers and systems software and hardware that comprise the infrastructure on which the applications and data used to run the university reside. These systems include application servers, e-mail servers, file servers, web servers, database servers, print servers, clustered services, load balanced services, authentication services, directory services maintenance and administration, and distributed systems services in development, test, and production.</p>
<p>Word Processing Specialist 3 -1 100% Support</p>	<p>This is the primary support position in Information Technology and is essential to the efficient operation of this critical area. This position provides a full range of administrative duties in procurement and payment processing, time &amp; attendance monitoring and recordkeeping, contract renewal tracking and processing ; administrative support services for all IT personnel located on both HSC and Main Campuses as well as visitors and deliveries at the University Computer Center.</p>

It works within IT and with representatives of the campus community to ensure services are aligned with internal and external customer needs. Establishes and maintains constructive and effective relationships, actively promoting customer service and teamwork values.

No revenue is generated through this office

Operating Budget

Supplies  
Travel

Info/Communication

Planned Usage

purchases used in support of normal office activities (paper, pens, etc.)  
No travel planned. Will be used if necessary for trips to attend training or continuing education  
Printing costs mostly are associated with developing workflows, project plans, network mapping and presentatic materials

Helpful Statistics/Other Information

Reference The Hackett Group Report - page(s) 20, 30, & 35

**Purpose of Area**

ERP (Enterprise Resource Planning) Projects.

- Implement productivity enhancements built into Banner 8.x for Admission & Enrollment, AR, Finance, HR & Payroll, Grants, Registrar and other areas.
- Implement academic decision support system and Banner Flexible Registration.
- Implement employees centered systems such Web Time Entry, FMLA, Open Benefit Enrollment, Travel & Expense, employees' electronic personnel action process (ePAF) and Personnel Management (PeopleAdmin).

**Tie in with Strategic Plan**

Goal #3 -Continue the development of administrative systems to enhance productivity  
[In support of UT Strategic Directions 2011 – Goal 1, sub-goals 1, 2, & 5; Goal 2, sub-goals 1, & 2]

**Employees**

**Brief job description for each position type**

no staff paid through this index

**Revenue**

No revenue is generated through this office

**Operating Budget**

**Planned Usage**

Supplies  
Travel  
Info/Communication

Software needed to maintain Banner, Parking, Crystal Report, etc...)  
Summit in March and possibly other smaller regional conferences.  
Estimation of around \$20,000

**Helpful Statistics/Other Information**

Reference The Hackett Group Report - page(s) 26, 31, 32, 34, & 37

**Purpose of Area**

Telecom Administration-Develop outstanding IT client services support for Academic.  
Deploy a call tracking system that will enable IT to track calls and enhance service response.

- Expand automated systems deployment using System Center Configuration Manager (SCCM) usage across the entire University.
- Expand Virtual Desktop Infrastructure (VDI) upgrade and standardization.

**Tie in with Strategic Plan**

Goal #5:  
• Develop outstanding IT client services support for Academic and Hospital/Clinical areas  
[In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 1 2, & 5, Goal 3, sub-goals 1, 2 & 7, Goal 4, sub-goals 1, 2, 3, 4 & 5, Goal 5, sub-goals 2, 4, 5 & 9]

**Employees**

**Brief job description for each position type**

no staff paid through this index

**Revenue**

No revenue is generated through this office

**Operating Budget**

Supplies  
Travel  
Info/Communication

**Planned Usage**

No  
generating invoices

Phone Services - Reduce bill back and general fund

Do we charge for long distance?

**Helpful Statistics/Other Information**

Reference The Hackett Group Report - page(s) 14, & 25

**Index: A11221 IT Personnel Reorganization**

**Purpose of Area**

IT Personnel Reorganization. Develop outstanding IT client services support.

- Deploy a call tracking system that will enable IT to track calls and enhance service response.
- Expand automated systems deployment using System Center Configuration Manager (SCCM) usage across the entire University.
- Expand Virtual Desktop Infrastructure (VDI) upgrade and standardization.
- Expand the security of data on personal computers and laptops through the use of McAfee Endpoint Encryption for personal computers.

**Tie in with Strategic Plan**

Goal #5:  
Develop outstanding IT client services support for Academic and Hospital/Clinical areas  
[In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 1, 2, & 5, Goal 3, sub-goals 1, 2 & 7, Goal 4, sub-goals 1, 2, 3, 4 & 5, Goal 5, sub-goals 2, 4, 5 & 9]

**Employees**

**Brief job description for each position type**

no staff paid through this index

**Revenue**

No revenue is generated through this office

**Operating Budget**

**Planned Usage**

Supplies	No
Travel	No
Info/Communication	No

**Helpful Statistics/Other Information**

Reference The Hackett Group Report - page(s) 16, 17 & 19