

# The University of Texas at San Antonio

## *Job Description*

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Job Title: IED/IT Operations Manager  
Code: 19316  
Salary Grade: 62  
FLSA Status: Exempt  
Department/Division: Institute for Economic Development (IED)/South-West Texas Border  
Small Business Development Center (SWTXB SBDC)  
Reports To: Associate Director – SWTXB SBDC Operations

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## *Summary*

- **Function:** Management of the IED website and other directly related websites, and for the electronic resources of the department in collaboration with the appropriate department leaders.
- **Scope:** Responsible for the long-term planning, development, and implementation of the electronic resources of the IED.

## *Duties*

- **Typical:**
  1. Develops, maintains, improves and expands the IED website. Coordinates the copy and develops the programming for the content areas for all 10 IED programs on the IED website. Spearheads the effort to plan, coordinate and execute online registration and payment for all of the centers in the IED. Manages web-related staff, evaluate outside services, software purchases and overall implementation. Maintains open communications and cooperative relationships with the IT staff on behalf of the IED, including monitoring servers for usage and space issues. External relations include representing the IED at meetings, conferences, and other outside activities involving the University and other stakeholders. Supervision of all web-related IED staff and/or contractors.
  2. Contributes as part of the management leadership team of the SWTXB SBDC in organizational direction from an information technology perspective. Supports the field and specialty SBDC with related special projects, including online training, teleconferencing, and distance learning. Advises SWTXB SBDC staff regarding ongoing technical requirements and issues and special projects.

<ol style="list-style-type: none"> <li>3. Develops, maintains, expands and improves all elements of the National Information Clearinghouse (SBDCNet) website including, but not limited to the Small Business Information Center area, the Document Exchange and the ASD and Counselor Toolkits. Maintains and troubleshoots the SBDCNET MIS system. Including database management and online form development. Offers input regarding online searching and delivery of information requests. Participates in special projects. Develops, designs and electronically distributes the SBDCNet E-Newsletter on a monthly basis.</li> <li>4. Operates within the Values Based Leadership mission, vision, and values philosophy of the IED.</li> <li>5. Performs other duties as assigned.</li> </ol> <ul style="list-style-type: none"> <li>• <u>Periodic:</u> <ol style="list-style-type: none"> <li>1. Evaluates new web client technologies and web applications. Conducts research and recommends web-based applications.</li> <li>2. Work on special projects as assigned.</li> </ol> </li> </ul>
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***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor’s degree from an accredited institution in a related field.	Master’s degree from an accredited institution in a related field.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Excellent verbal and written communication skills.	N/A
Excellent interpersonal skills with a service oriented attitude. Ability to work independently and as a member of a team.	
Ability to handle multiple tasks and projects simultaneously. Strong organizational skills.	
Criminal Background Check (CBC).	

***Experience***

<b>Required</b>	<b>Preferred</b>
Three years of professional webmaster or web development experience.	Three or more years of professional experience formulating systems and designing or managing web sites in a higher education or economic development setting.
One year of systems design, analysis and programming or developing web based applications.	One or more year experience with web design analysis and programming or development in a higher education or economic development setting.

Professional experience with relational databases and client-server applications.	Professional experience with relational databases and client-server applications in a higher education or economic development setting.
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***Equipment***

<b>Required</b>	<b>Preferred</b>
Personal computer, including the Microsoft Office Suite and standard office equipment.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Normal office conditions.	Work performed on multiple projects concurrently under pressure of rigid deadlines and time limitations. Extended work hours may be required. Travel to quarterly and annual SBDC meetings, along with travel related to special projects.

***Supervision***

<b>Received</b>	<b>Given</b>
General supervision from immediate supervisor.	General supervision of Web Specialist and related consultants and/or student interns.

***Accuracy***

Proficiency in all phases of the duties performed.
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***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
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***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
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