**Senior Technology Strategist**

As part of the OU IT Community Experience team, Senior Technology Strategists lead an agile team of Technology Strategists and Technicians in delivering IT services, managing business/academic relationships, and crafting technology strategies in one of six campus regions: Academics (North and South), Administration, Athletics, Research Campus, and Students.

**We are currently hiring for both the Academic North and Academic South areas.**

Senior Strategists cultivate a deep understanding of the academic and/or business areas they serve and deliver the appropriate services, strategies, and resources from across OU IT to meet customer needs. Additionally, these individuals will build strong relationships with administrative, academic, and technical leadership to identify opportunities for strategic partnership across the University.

As leaders within OU IT, Senior Strategists will work as a team with IT leadership to create a richer technology experience across campus, to improve the IT service catalog based on customer and user needs, and to identify opportunities for efficiency, cost savings, and collaboration. These exciting positions will play a key role in helping OU IT Leadership shape and deliver the future of technology services at the University of Oklahoma, which will include the One University digital initiative, data management, Shared Services, analytics, cloud services, community experience, and more.

**Primary Responsibilities**

Relationship Management – 30%

* Build relationships with departmental IT personnel and key stakeholders such as vice-presidents, deans, directors, financial officers, development officers, and strategic faculty and staff.
* Serve as a primary point of contact for IT related issues impacting customers within your area of responsibility and as an escalation point to resolve customer issues and complaints.
* Gauge the appropriate level of involvement and communication with each distinct group within your area of responsibility
* Foster two-way communication and open new lines of communication with students, faculty, and staff in assigned area.
* Communicate with customers about projects, pilots, changes, initiatives, and partnership opportunities.
* Help OU IT staff coordinate with assigned area for effective planning of projects, upgrades, releases, etc., and effective resolution of unplanned issues

Service Delivery – 30%

* Advise team members and customers on appropriate IT services from the OU IT service catalog (including Shared Services).
* Lead solutions consultations and/or engineer repeatable, sustainable IT solutions where no service exists.
* Ensure delivery of IT Services per applicable agreements and monitor customer satisfaction.
* Oversee technical support for customers in coordination with the Services Team.
* Coordinate team resources to meet customer needs.
* Connect customers with appropriate IT technical staff for elevated service.
* Negotiate priority for customer projects and service provision and advocate for technology needs, initiatives, and projects on behalf of customers within your area.

Strategic Leadership – 30%

* Collaborate with Sr. Technology Strategists across campus to connect similar business and academic needs, initiatives, and strategies.
* Help OU IT Services staff improve services and support options.
* Lead research and development initiatives that advance the University’s mission.
* Maintain an in-depth understanding of the business of the University and those departments over which you have responsibility.
* Discover new opportunities and partnerships with campus entities and develop appropriate strategies.
* Analyze and prioritize resources based on the strategic value of projects and initiatives.
* Research and maintain an awareness of industry trends for IT, Business, Education, and other relevant areas in order to make application to campus entities.
* Identify service needs, share information with other Senior Strategists, and seek out connections for enterprise applications and solutions to meet common needs.
* Facilitate growth and execution of strategic IT initiatives, such as Community Experience, Shared Services, and Business Architecture

Team Management – 10%

* Provide functional leadership to a team of 3-5 full-time and student employees, including coaching and mentoring.
* Foster a connection between Technology Strategists and Technology Specialists and appropriate members of the applications, infrastructure, services, projects, and business strategy teams.
* Recruit qualified candidates to fill open positions within the Community Experience team.

**Required Education and Experience**

* Bachelor’s Degree and 48-60 months experience in IT, Business, Customer Relationship Management, or related field

**Required Skills and Experience**

* Proven record of delivering exceptional customer service and building relationships with customers
* Strong oral and written communication skills
* The ability to understand and communicate a complex service catalog to campus customers
* Demonstrated leadership capability

**Preferred Skill and Experience**

* Experience Managing professional staff
* Higher Education or other academic experience
* Experience in a technology organization and/or basic knowledge of enterprise technologies like network, storage, identity management, cloud services, desktop solutions, etc.
* Project management, business analysis, conflict resolution, and other Resource Management skills
* Proven performance delivering contract-based service to customers