



DIRECTOR, IT CUSTOMER RELATIONS

Georgia State University is looking for an individual with exceptional technical, organizational and relationship building skills to lead a team of Business Analysts within the Information Systems & Technology (IS&T) Division in identifying possibilities for applying information technology to improve the effectiveness and efficiency of instructional, research and administrative departments of the University or to assist these departments with moving towards University strategic goals. Reporting directly to the CIO, the successful candidate must have the skills to act as a strategic advisor to customers through an in-depth understanding of their environments and the ability to communicate the needs of the customer back to members of the IS&T technical team. The successful candidate will act as the customer liaison during delivery of IS&T projects, products and services in order to maintain customer satisfaction and continuing dialogue. This position is also responsible for managing the marketing of IS&T offered products and services to the University community.

Conveniently located in downtown Atlanta, Georgia State University offers a challenging and rewarding career with an excellent benefits package.

Salary: Negotiable

Minimum Qualifications: Bachelor's degree and 6 years supervisory/management experience in a related field; or a combination of education and experience.

Preferred Qualifications:

*5-8 years of experience within higher education with preference given for research institution experience

*Experience in direct team management and development and control of an operating budget

*BS/BA or advanced degree in Business Administration or a related field

*Experience in areas such as opportunity prospecting, proposal development, proposal presentation.

*Experience working with senior executives

*Practical experience with the full range of IT services and products in a small to medium size enterprise

To Apply: Submit an online application, resume and cover letter at <https://jobs.gsu.edu>. All the materials must be completed in order to be considered for the position. Please refer to Vacancy# **0602380**. An offer of employment will be conditional on background verification and financial report.

Georgia State University is an AA/Equal Opportunity Employer.