

Organizational Chart and Position Descriptions

From PMGT611

By

Troy Stempfley

Embry-Riddle Aeronautical University Worldwide

PMGT 690

June 25, 2017

Organizational Chart and Position Descriptions

Team 1:

Brian Abbott

Amanda Bartel

Ariel Heath

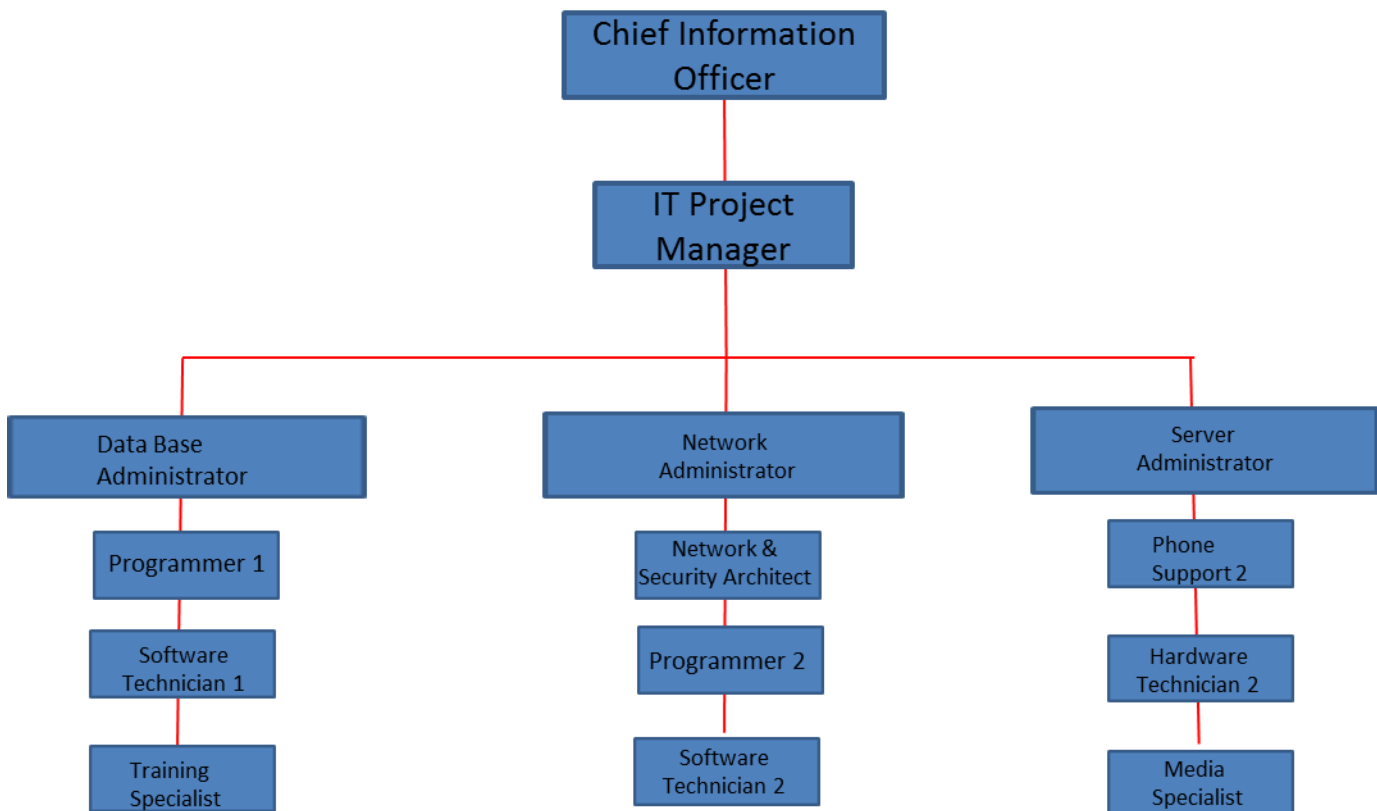
Troy Stempfley

Embry Riddle Aeronautical University

### Project Staffing Requirements

The operational organization for the IT department will remain as currently organized. During this this restructure a Balanced Matrix Organization will be overlaid which will include all the components needed to manage IT projects that may be implemented. The overall staffing requirement and lines of authority will be as depicted in the following organizational chart (Table 1). Project Organization Chart is indicated by the red lines.

Table 1 Organizational Chart



### Type of Labor Skills Needed

#### Roles and Responsibilities:

The roles and responsibilities for the project are depicted in Table 2.

Table 2 Rolls and Responsibilities

Position	Role	Authority	Responsibility	Competency
University President	Final approval for IT budget; Accepts and or approves IT project initiation and completion	Authorizes Projects Scope Budget, and Constraints	Directs overall Universities Mission business model	Firm knowledge of University Mission, and Vision and how Projects will impact each.
Chief Information Officer (CIO) (Project Sponsor)	Oversees IT operations and provides IT Project oversight	Direct IT operations within the parameters assigned by the University President	Ensures successful operation of IT systems, personnel, equipment and projects	Knowledge of how IT fits into the University business model; Manages and directs personnel processes, organizations in IT infrastructure
Assistant CIO	Assists CIO as needed and acts on their behalf as directed	Has 'By direction' authority per the CIO	Ensures successful operation of IT systems, personnel, equipment and projects	Knowledge of how IT fits into the University business model; Manages and directs personnel processes, organizations in IT infrastructure
Secretary to the CIO	Coordinates all aspects of CIO's schedule and assists with correspondence	Can sign for mail as needed and answers CIO's phone when required	Ensure all Dept correspondence is handled in a timely manner. Provide CIO with resources to complete daily tasks	Proficient in MS Office Suite with a strong emphasis on MS Outlook. Excellent interpersonal skills; excels at customer service
IT Project Manager	Directs and coordinates all aspects of IT Dept projects	Can make project-level decisions	Provide Directors with guidance and resources to successfully complete Dept projects	5+ years in Project Management related activities. Proficient in MS Project. Possesses strategic vision, self-motivation, and strong leadership skills
Data Base Administrator	Ensures reliable data base functionality	Can make data base maintenance and upkeep decisions	Project Subject Matter Expert (SME) for data base issues. Supervise daily maintenance of a large-scale college IT network	Programming background and experience required. Must posses critical thinking skills and be able to monitor a multi-faceted system.
Programmer 1-2	Program and write computer code as required	Can make position-level decisions	Program and write code needed to maintain database	Proficient in Windows, Mac, Linux, C++, Java, and Adobe

# ORGANIZATIONAL CHART

7

Position	Role	Authority	Responsibility	Competency
Network & Security Architect	Monitors network status and safeguards against breaches	Has 'By direction' authority from CIO for network security	safeguard, protect, and adjust network as needed to ensure security	5+ years experience in cyber security and maintenance, preferably in a management role
Network Administrator	Assist Network & Security Architect as needed	Can make positional level decisions	Project SME network function Monitor daily network operations	Previous experience in large scale network operations and maintenance
Server Administrator	Assist Network & Security Architect as needed	Can make positional level decisions	Project SME for server issues, Monitor status of campus servers	Previous experience in large scale server operations and maintenance
Network Technician	Perform network maintenance as needed	Can make positional level decisions	Perform network maintenance as needed	3+ years experience in maintenance on a large scale network and related operations
Software Technician 1-2	Updates and maintains software as needed	Can make positional level decisions	Ensure software currency for efficient network operations	Previous experience with software maintenance
Training Specialist	Prepares training documents for IT related products	Can make positional level decisions	Ensure training presentations are user-friendly and easy to understand	Proficient in MS Office Suite; emphasis on MS Word and PowerPoint
Phone Support 1	Provides over the phone IT support	Can make positional level decisions	Project Internet Phone (IP) integration, Ensure friendly, clear, and accurate customer service	Must speak the English language clearly. Must possess a tremendous ability for patience and dealing with potentially upset persons
Technology Specialist	Maintains and controls IT Dept A/V equipment	Can make positional level decisions	Consult on project technology needs, Set up and operate A/V equipment as needed	Previous experience with A/V set up and operations to include computers, projectors, monitors, and sound systems
Media Specialist	Assists Technology Specialist with streaming presentations	Can make positional level decisions	Project Public affairs, assist development of training products, Monitor and ensure smooth operation of class streaming equipment	Previous experience in distance/virtual learning environments with a strong emphasis on streaming video presentations
Hardware Technician 1-2	Ensure IT Dept equipment is ready for use when needed	Can make positional level decisions	Consult and correct project hardware issues. Repair and maintain computer, A/V, network, and server hardware as needed	2+ years experience in large scale network maintenance

