IT Vendor Manager
Austin Community College

Job Title	IT Vendor Manager
Department	Information Technology
Institution	Austin Community College
	Austin, Texas
Date Posted	Sep. 19, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/5651470
Apply By Email	
Job Description	

Image not found or type unknown

IT Vendor Manager

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

If you are a current Austin Community College employee, please click this link to apply through your Workday account.

Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:
IT Vendor Manager

Job Description Summary:
The Vendor Manager is responsible for all IT vendors for Austin Community College (ACC). The Vendor Manager will be charged with implementing, operating, and maturing a vendor management function within the IT department at the college, ultimately owning a combination of IT vendor contract, performance, relationship, and risk management. They must understand contractual, commercial and operational working relationships with IT vendors to ensure effective delivery of committed products, services and solutions. This role will be an integral part of the IT Business Office team, whose mission it is to certify that the Information Technology Department at ACC delivers technology-related services to the college's expectation and satisfaction.

The role will require definition and enforcement of policy and process associated with IT vendor management functions, including collaboration with business units and stakeholders who may be responsible for adherence to or execution for policy and process.

Job Description:

Description of Duties and Tasks

- Develop functional policies and procedures for technology vendor management.
- Create and maintain training and performance evaluation materials for resources .
- Provide/develop training and resources as needed.
- Collaborate with internal stakeholders - including IT, Business resources, and procure-to-pay(P2P) - to develop criteria and best practices for vendor selection.
- Provide assistance to P2P team as needed.

Operational duties:

- Establish policies, standards and processes for IT vendor interaction.
- Manage the maintenance/enhancement of tools for use in IT vendor management, including IT vendor tracking, analytics and IT vendor performance management tools.
- Serve as the point of contact between IT vendors and internal customers consuming IT vendor services and solutions.
- Manage the collection, consolidation and communication of reporting and data on IT vendor contracts, performance, risk and relationships to key stakeholders and vendors.

Contract management:

- Oversee maintenance of IT vendor agreements.
- In cooperation with stakeholders and P2P, ensure that technology vendor agreements are current/up-to-date and compliant with state regulations(i.e. TX RAMP for Cloud vendors).
- Manage/oversee the creation and maintenance of a repository of IT vendors in a contract management database or similar solution to track key engagement milestones (expirations, renewals).
- Segment and rationalize the IT vendor portfolio so that appropriate focus can be applied to the most strategically important IT vendor relationships/engagements.
- Maintain an inventory of IT vendor spend by category (software, hardware, telecom, staff augmentation, services), and cost center with the assistance of the IT Budget Coordinator.

Relationship management:

- Manage IT vendor relationships as the key point of contact between specified vendors and the business.
- Serve as a point of escalation for IT vendor issues and disputes and drive those issues to resolution.
- Manage the communication process with IT vendors, including what information should be communicated, when and by whom, to ensure that appropriate leverage is preserved.

Vendor Performance management:

- Oversee the measurement and reporting of IT vendor performance, including the development of evaluation tools based on stakeholder needs, and the creation of scorecards and dashboards that will accurately present this data.
- With the assistance of the Performance Manager, ensure that the metrics used to evaluate IT vendor performance are properly tied to business outcomes and bias-free, and that the associated communications around these metrics are clear.
- Manage delivery of performance feedback to IT vendor organizations and oversee action plans and corrective measures which may arise from the performance management process

Risk management:

- Maintain IT vendor risk assessments or risk registers in cooperation with risk, privacy, business continuity and security teams.
- Develop or participate in the development of risk frameworks accounting for sensitivity to and tolerance for identified IT vendor risk types (financial, regulatory, operational, reputational, etc.).
- Partner with other areas of the business (P2P, finance) to track and report on IT vendor financial viability, business continuity, and corporate and regulatory compliance.

IT Vendor Manager
Austin Community College

Knowledge/ Skills

- Broad knowledge of the IT industry and the products and services provided by technology vendors
- Working knowledge of contract management and negotiation
- Understanding of the vendor life cycle (sourcing, procurement, vendor management), and how internal roles interact and operate throughout the duration of vendor engagements
- Solid grasp of financial concepts, such as depreciation schedules, capitalization, return on investment, and total cost of ownership
- Ability to effectively interpret and act on data visualizations and analytics, particularly with regard to trends in vendor performance and activity
- Executive presence and comfort interacting with both internal and vendor senior leadership
- Ability to influence without authority and collaborate with internal clients and stakeholders
- Communication of business concepts and needs in technology relevant terms as well as translation of technical concepts into business/nontechnical points
- Relationship skills that will facilitate positive vendor behaviors, establish healthy new engagements and deepen existing ones
- Strong problem-solving ability with a focus on managing to business outcomes through collaboration with multiple internal and external parties
- Thorough understanding of commercial terms (warranties, intellectual property, indemnification) in IT agreements

Required Work Experience

- 5 or more years of related work experience with at least 3 years managing the technology vendors through various parts of the vendor management lifecycle
- Proven experience managing technology-specific agreements involving service standards, SLAs, licensing and renewal terms, etc

Required Education

- Bachelor's degree.

Preferred Work Experience

- Five to seven years of experience in vendor management or a related field
- Proven experience in succeeding in the management of IT vendors/third parties through the entirety of the vendor lifecycle, including, but not limited to, policies, performance, IT vendor risk, relationships, contracts (including negotiations), and issue and dispute resolution
- Experience driving change and facilitating collaboration and action in highly distributed or flat organizations

Preferred Education

- Bachelor's degree in Business Administration, Information Technology or related field

Special Requirements - Licenses/Certifications:

- ITIL Certification Strongly Preferred. Any of the following qualifications is a plus:
- Chartered Institute of Procurement & Supply (CIPS)
- Certified Professional in Supply Management (CPSM)
- Certified Technology Procurement Executive (CTPE)
- Certified Professional in Project Management (PMP)
- Must have a valid driver's license

Physical Requirements

- Work is primarily performed in a standard office environment.

Salary Range

$87,157 - $108,946

IT Vendor Manager
Austin Community College

Number of Openings:
1

Job Posting Close Date:
October 2, 2024

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/IT-Vendor-Manager_R-6652

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Information Technology

Austin Community College

,