

## **Information Technology Manager**

Position #26-018

WVU Parkersburg is a Community and Technical College located in Parkersburg, WV, with a branch in Ripley, WV, and Vienna, WV. We are not a branch of West Virginia University. We are dedicated to teaching and are accredited by the Higher Learning Commission to offer certificates, associate and bachelor's degrees.

### **Benefits**

- Retirement plan with 6% mandatory every pay (biweekly) that is matched 100%
- Free \$10,000 life insurance policy
- Your choice of 7 different Health Insurance plans through [www.peia.wv.gov](http://www.peia.wv.gov) and flexible benefits such as Accident Insurance, Hospital Indemnity Insurance, Critical Illness Insurance, Flexible Spending Accounts (Healthcare & Dependent Care), Health Savings Account, Dental, Vision, Short-Term Disability, Long-Term Disability, Group Legal Plan, and Hearing
- Annual and Sick leave for full time non-exempt staff, exempt staff, and 12-month faculty
- Minimum 12 paid holidays per year
- WVU Parkersburg tuition wavier (if eligible) for an employee, employee's spouse or dependent of a full-time benefits eligible employee who is 24 years of age or younger

### **To Apply**

- Submit an Employment Application packet available at [www.wvup.edu/jobs](http://www.wvup.edu/jobs)
- If the position requires a degree, attach a scanned copy of your unofficial college transcripts with the Employment Application packet.

### **Posted**

11/20/2025 with an application deadline of 12/16/2025.

### **Employment Status**

Exempt/Non-Classified/Salary Staff, full time regular, benefits eligible position.

### **Shift**

Variable. Standard hours are Monday-Friday, 8:00 am – 4:00 pm. Full time is considered 37.50 hours a week.

### **Other Essential Job Requirements**

- This is an on-site position.
- Regular, predictable, and reliable attendance and punctuality are expected to ensure performance of the essential function of the job, including scheduled meetings and shifts.
- This is a 37.5 hour per week position.
- May require working alternate hours or alternate locations upon request to support campus mission.

**Primary Location**

Main Campus – 300 Campus Drive, Parkersburg WV 26104

**Pay Grade**

07 (Salary is commensurate with education and experience)

**Function/Summary**

This position provides technical support for the faculty, staff, and students on the WVU Parkersburg campus.

**Minimum Qualifications**

Education:

- Bachelor's degree in computer science or related field or equivalent education and/or experience.

Experience:

- Two years managing Customer Relationship Management systems
- Two years with modern programming languages
- Four years with C#/PHP programming languages (preferred)
- Four years working with complex and software setup and support.

**Knowledge, Skills & Abilities**

- Good communication skills (written, verbal and interpersonal)
- Great knowledge of software applications, especially Customer Relationship Management systems and Learning Management systems, computer hardware
- Ability to work individually or as a team member
- Ability to train others

**Duties/Responsibilities**

IT Functional Support – 50%

- Responsible for technical support of WVU Parkersburg's Customer Relationship Management system (Element451).
- Responsible for internal employee training of CRM system.
- Responsible for change requests for internally developed systems.
- Responsible for the IT onboarding and offboarding processes for employees, account setup, permissions to data stores and systems.
- Coordinate with CPO in management of IT related contracts and services.
- Assist in the administration of WVUP Learning Management System(s).
- Provide technical assistance to other staff and faculty using Learning Management System(s).
- Provide application administration and support for applications in use at WVU Parkersburg facilities.
- Ensure that established processes, standards, and policies are followed. Applications include eLearning applications, faculty, staff and student email systems, and others as identified.
- Provide first and second tier and desk side support for the WVU Parkersburg Help Desk.

- Resolves varied significantly complex technical problems relating to computer applications, data transfer, storage, retrieval, and similar areas of computer use.
- Participates in IT related projects on the WVU Parkersburg campus as assigned.
- Presents or coordinates technical training for the WVU Parkersburg campus following WVU Parkersburg training standards and using standard training documentation.

Maintenance & Development – 45%

- Develop and maintain software systems for WVU Parkersburg.
- Create new systems, as directed, and maintain current internally developed systems that interface with student information systems, learning management systems, and other external services.
- Maintain and support Degree Works, including creation and modification of program blocks, transfer equivalencies, and catalogs and well as technical needs for student services and academic affairs.

General – 5%

- Keep up to date with industry's best practices regarding application security.
- Maintains currency and advancements in IT and enhances skills as required.
- Other duties as assigned.

WVU Parkersburg is an Equal Opportunity Institution and does not discriminate on the basis of race, sex, pregnancy, age, disability, veteran status, religion, color, ancestry, or national origin in admission, employment, educational programs or activities. Further, faculty, staff, and applicants are protected from retaliation for making complaints or assisting in investigations of discrimination. WVU Parkersburg will take steps to assure that a lack of English language skills will not be a barrier to admission and participation in career and technical education programs. Auxiliary aids and services are available upon request to individuals with disabilities. WVU Parkersburg provides a collegial and respectful environment that values the contribution of all faculty, staff, and students.