IT Director - Data Analytics and Process Improvement, Department of Technology Solutions - UT System (6737)

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Type: Full-Time
Salary: $120,000 - $150,000 per year
Posted: 2 days ago
Category: IT Manager/Director
Job Description

The IT Director for Data Analytics & Process Improvement leads strategic efforts to harness data for institutional insight, streamline operational workflows, and enhance overall campus IT service delivery. This role bridges advanced analytics with business processes, ensuring the IT department aligns with the institution's academic and operational goals. The Director also manages a small team of campus IT support staff, fostering a responsive, customer-focused technology environment.

THIS IS AN ONSITE POSITION LOCATED AT THE UNIVERSITY OF TENNESSEE SOUTHERN CAMPUS IN PULASKI, TN

Responsibilities

POSITION DOES NOT SUPPORT SPONSORSHIP AT THIS TIME

Specific duties and responsibilities include, but are not limited to, the following:

Data Analytics & Strategy

- In conjunction with Enterprise IT, develop and execute a comprehensive data strategy that enables informed decision-making across departments.
- Design dashboards and visualizations that convey trends, performance metrics, and predictive insights.
- Partner with campus units to unify data practices.
- Identify opportunities to apply AI, machine learning, and automation to campus operations where applicable and affordable.

Process Improvement

- Lead cross-functional initiatives to optimize workflows and eliminate inefficiencies using Lean, Six Sigma, or similar methodologies.
- Document and redesign processes to increase agility, reduce costs, and improve service delivery.

- Monitor performance indicators to measure process success and suggest iterative improvements.

IT Operations & Staff Leadership

- Supervise and mentor campus IT support staff, including help desk personnel and technical support specialists.
- Ensure smooth and secure operation of end-user systems, classroom technology, and campus networks. Act as campus security liaison.
- Promote a service-oriented culture that emphasizes proactive support and stakeholder engagement.
- Oversee hardware/software/services procurement and inventory within budgetary guidelines.
- Prepare IT budget in conjunction with IT Leadership.
- Create local IT governance and participate in Enterprise IT governance.

Qualifications

Bachelor's degree in Information Systems, Data Science, or a related field and a minimum of 5 years in IT leadership roles, with experience in analytics and operational optimization

Additional skills, experiences, and qualifications include:

- Strategic thinker with strong analytical and business acumen
- Collaborative leader who inspires technical teams
- Passionate about leveraging data for institutional excellence
- Proactive, organized, and eager to drive change
- Demonstrated success managing technical teams and implementing data-driven solutions

Preferred Qualifications

Master's degree or certifications in analytics, data engineering, or process improvement (e.g., Six Sigma, PMP)

Additional skills, experiences, and qualifications include:

Familiarity with higher education systems, ERPs, and academic technology platforms
Familiarity with Power BI

Application Process

For full consideration, applications should be accompanied by a letter of interest, a resume, and three professional references. Review of applications will begin immediately.

Benefits and Compensation

Compensation for the position is budgeted **$120,000 to $150,000.**

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The University offers a comprehensive benefits package that includes excellent healthcare and tuition benefits for employees and their families, generous retirement benefits, a wide variety of professional development opportunities, supportive work and family benefits and much more. Additionally, Tennessee residents do not pay a state income tax. For more information on the University of Tennessee's benefits, visit https://hr.tennessee.edu/benefits/

About Us

The University of Tennessee System is the state's oldest higher education institution and preeminent public university. The UT System is comprised of campuses at Knoxville, Chattanooga, Pulaski and Martin; the Health Science Center at Memphis; and the statewide Institute of Agriculture and Institute for Public Service. With a presence in each of Tennessee's 95 counties and through the combined force of education, research and outreach, the University serves students, business and industry, schools, governments, organizations and residents statewide.

Job Info

- Job Identification 6737
- Job Category Info Technology
- Posting Date 01/23/2026, 04:33 PM
- Job Schedule Full time
- Locations 635 West Madison Street, Pulaski, TN, 38478, US