



Job Specification

Job Title: Manager, PantherCard Systems
BCAT Code: 461X BE
Pay Grade: G20

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Provides technical and supervisory expertise for the campus card operation, including, but not limited to an on-line ID debit card system. Maintains the reliability and integrity of all aspects of campus card systems.

Examples of Duties

- Initiates processes; coordinates logistics and manages all aspects of the PantherCard Operation.
- Coordinates with Human Resources, IS&T, Facilities and Planning , Housing, Registrar, Student Life, Libraries, Finance & Administration and Auxiliary Services to determine needs, usages, technical issues, appropriate applications, space concerns and equipment placement.
- Provides technical expertise and support in establishing and maintains a campus ID/access card system.
- Works closely with IS&T staff on shared systems and ensures the integrity of the PantherCard database.
- Manages a staff to oversee successful implementation of the system.
- Develops staff in technical and customer service skills.
- Resolves complex customer service and technical issues as required.
- Participates as part of the overall Auxiliary Services Management Team.
- Ensures system stability and data accuracy.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of troubleshooting networked computer systems,
- Knowledge of UNIX operating systems and database administration.
- Working knowledge of MS DOS, MS Windows 3.11, MS Windows, and MS Office for Windows.
- Working knowledge of networking concepts and hardware and network-based applications in an Ethernet environment.
- Ability to communicate effectively verbally and in writing.
- Ability to work under pressure and handle stressful situations.
- Ability to supervise and direct the work of others.

Minimum GSU Hiring Standards

Bachelor's degree in business or a related field and two years of supervisory/managerial experience; or a bachelor's degree and four years of supervisory/management experience in a customer service environment; or a combination of education and experience. Must have experience in installing, supporting and troubleshooting networked computer systems. Must be available for 24-hour on-call duty.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.