General Description
Serves as the Senior level liaison between the user/business unit client and Information Systems & Technology (IS&T) personnel, providing Senior level support in managing client relationships.

Examples of Duties
- Assists clients in information technology needs assessments for more complex information systems solutions.
- Facilitates the provision of information technology solutions from the initiation and design through the delivery and communication.
- Consults with department heads, researchers, faculty, and business units to identify requirements for more complex information systems.
- Measures the benefits and formulates recommendations for linking alternative solutions to expected outcomes and returns on investment.
- Maintains functional and technical knowledge of the entire IS&T product/service line.
- Facilitates the development of new services and products.
- Provides direct supervision to subordinate staff.
- Helps users/clients link proposed solutions to expected outcomes.
- Collects and synthesizes the client requirements.
- Demonstrates technology solutions and products to the client.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of information systems capabilities, functions and responsibilities.
- Knowledge of business systems and processes.
- Knowledge of contract design for the procurement of technical services and products.
- Knowledge of project management and documentation of business requirements/specifications.

Minimum GSU Hiring Standards
Bachelor’s degree and four years of related experience; or a combination of education and related experience.

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.