

ITU ADMINISTRATIVE SERVICES DEPARTMENT

The **Administrative Services Department** facilitates excellent communication and coordination throughout the Information Technology Unit (ITU) by providing centralized administrative services. The department is divided into three areas, each concentrating on specific functions to maximize efficiency and provide excellent service to customers.

- General Administration
- Communication and Events
- Human Resources

The ITU Human Resources office coordinates all HR functions between ITU departments and George Mason's Human Resources department. With a centralized ITU HR department, staff issues and concerns are handled promptly, personalized service is provided, and information is disseminated in an efficient and timely manner.

To offer further assistance, ASD's Web site (<http://asd.gmu.edu>) provides resources for department, university, and state information. These include recruitment policies, procedures, and forms; payroll calendars, training schedules, and upcoming events; ITU and George Mason recognition programs and awards; and department descriptions, facts sheets, and organizational charts. In addition, a complete ITU staff directory is available online (<http://asd.gmu.edu/dir/all2.cfm>).

The **ITU Employee of the Month** is one of two front page features updated the first of each month. The Employee of the Month program was established to recognize ITU employees for their outstanding contributions to the ITU. The ITU Employee of the Month Award acknowledges ITU staff members who demonstrate a positive and energetic attitude about their work, a willingness to share knowledge and experience with others in the organization, a commitment to the mission of the ITU, and a positive image of the ITU within the university community.

Who's Who in the ITU is the second of the front page features updated monthly. The article highlights a new ITU staff member, giving employees the opportunity to learn names, faces, and departments of co-workers.

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Information Technology Unit

ITU GENERAL ADMINISTRATION

Fenwick Library, Room B206

Office: 993-3475 **Fax:** 993-4233

KEY RESPONSIBILITIES AND FUNCTIONS

- Training and staff development reports
- Administrative support to the leadership team
- ITU recognition and award programs
- 4 Pillars Web site
- ITU Customer Service Web site
- Customer Service Standards Team
- Travel assistance and tracking
- General administrative assistance

ITU HUMAN RESOURCES

Fenwick Library, Room B206

Office: 993-3475 **Fax:** 993-4233

KEY RESPONSIBILITIES AND FUNCTIONS

- Liaison to George Mason's Human Resources department
- Recruitment management: faculty, staff, student, and wage
- ITU employees' records, reports, and tracking for new hire paperwork, position descriptions, and performance plans
- Resolution of payroll issues
- Employee relations
- Individual Impact Awards
- Coordination of community service assignments
- General HR assistance

ITU COMMUNICATION & EVENTS

Robinson A, Room 118

Office: 993-3515 **Fax:** 993-4343

KEY RESPONSIBILITIES AND FUNCTIONS

- ITU Emergency Contact Directory
- ITU Administrative Services Department Web site
- Electronic communications to staff and campus community
- Employee database, Listservs, and telephone directories
- Online ITU staff calendar
- Production and distribution of ITU informational publications, new faculty and student orientation material, and Getting Started with Technology guides for faculty, staff, and students
- ITU events, training, and meeting logistics
- Catering liaison
- Organizational charts
- ITU staff badges, business and copy cards
- Customer Service "Caught in the Act" recognition program
- Mason Military Outreach (MMO) Web site
- General staff assistance