POSITION DESCRIPTION

TITLE: **Director of Desktop and User Support Services - (Exempt)**

Collective Bargaining - Ineligible - Managerial
Definition - The Board approved definition of a managerial employee is an employee who is engaged predominantly in executive and management functions of the College or who is designated with the responsibility of directing the implementation of management policies and practices and who customarily and regularly exercises discretion and independent judgment in directing the implementation of management policies and practices.

This is a management position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.

JOB SUMMARY:

This position directs the User Support Services unit in the Office of Information Technology (OIT) and reports to the Associate Vice President for Information Technology and CIO. The duties and responsibilities of the position include the effective supervision and management of all User and Desktop Support Services staff and students; managing the OIT Support Center; managing the hardware and software assets of the College; managing all campus-wide server-based (web, email, enterprise applications) systems, data storage, backup and recovery processes, and advising the Associate Vice President of Information Technology and CIO in devising and promulgating policies and requirements for the proper and effective use of computing resources at the College.

Must be well organized and possess good communication and technology skills. Receives minimal supervision and exercises considerable discretion and judgment in all work areas. Manages budgets and oversees all procurements within User Support Services. Handles confidential and sensitive issues. Supervises other employees, student employees, and interns.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following and applying the policies and procedures as defined in the Memorandum of Understanding (MOU) and/or the employee handbook.

- Manages and supervises the User Support Services staff and the students working in User Support Services.

- Manages the OIT Support Center, insuring that OIT staff and student employees provide effective tier-1 support and tier-2 support in response to phone, email, and walk-up requests for assistance. Oversees the creation, reassignment, and fulfillment of work order tickets in response to user requests. Provides a weekly ticket report to the OIT leadership team (including the Associate Vice President of Information Technology).

- Assists the Associate Vice President of Information Technology and CIO in devising and promulgating policies and requirements for the proper and effective use of computing resources at the College, including lifecycle repair and replacement policies, password management policies, software download policies, email use guidelines, and rules for the appropriate use of computers in labs and classrooms.

- Oversees the management of the hardware and software assets of the College, including equipment acquisitions and lifecycle replacements, also software licensing, installations, and updates, for staff and faculty computers, also for computers in labs, classrooms and other spaces on campus. Maintains an inventory of all hardware and software assets.

- Works with the Director of Instructional Systems and Support to identify areas that the training materials for the use of other software applications on campus, including Google Apps for Higher Education, Cognos reporting on student and financial data, and Adobe and Microsoft Office Applications.

- Advises the Associate Vice President of Information Technology and CIO on how best to continually improve user support and learning technology support services (including, where feasible, improvements in existing work assignments, contracts, policies, and systems).

- Consults with College departments and committees on user and desktop support information technology support issues.

- Must be sufficiently adaptable to accept and perform in a timely and effective manner work assignments that are outside the normal (day-to-day) routine.

- Ability to manage and support User Services troubleshooting of all end user technology hardware, software, and related Meredith applications.

- Ability to communicate effectively with end users, vendors and other community members to identify technical requirements and problems and apply appropriate solutions. Make recommendations for new technology initiatives as needed.

- Strong attention to detail and solid follow-through skills with the ability to set and deliver on priorities in a fast-paced environment.

- Excellent interpersonal skills with ability to foster a customer-driven environment and a can do attitude.

- Excellent organizational, time-management, execution and tracking skills. Ability to oversee and maintain the helpdesk ticketing system.

- Manage hardware and software inventory, including ordering equipment and software.

- The ability to work both as a team player and autonomously while providing status updates to the appropriate personnel.

MINIMUM QUALIFICATIONS:

- Education: Bachelor's degree in computer science or related field. Microsoft Administrator Certification preferred.

- Experience: A minimum of five (5) years' experience providing end-user support, management of network and email user accounts, physical assets management, and/or management of server and server-based software licensing.

- Supervisory experience is a must.

- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.