

DIRECTOR, ACADEMIC AND END USER SUPPORT SERVICES

CLASS SUMMARY

Under general direction, manages and coordinates technology support services for multiplatform college end user computing, academic programs, classrooms, instructional labs and office locations; provides support to staff, faculty and administration; supervises Technical Specialist and other support staff; manages the planning, analysis, design, modification, testing, implementation, and operation of end user and instructional computing technology applications, hardware and systems; assumes and performs related duties and responsibilities as required.

REPRESENTATIVE DUTIES

Ensures staff provides thorough and efficient IT support for campus academic and end user computing technologies via phone, email, remotely or in person; assigns, trains, evaluates and supervises staff; schedules and assures the maintenance and support of multiplatform desktop and mobile computers, printers, tablets, software, instructional servers and equipment to maintain proper operation; organizes work schedules to meet project timelines; ensures documentation is regularly updated, including timely and thorough notes in ITS helpdesk tickets; tracks requests, incidents, issue resolution and trends; drives operational excellence and standards; performs first and second level support for district Infrastructure and Enterprise Applications and partners with district ITS teams for delivery of third level support; ensures that proper escalation paths are followed by staff that are in line with documented procedures; maintains accurate hardware inventory to help guide computer replacement plan; coordinates with ITS Helpdesk team to ensure timely incident resolution and appropriate work allocation; collaborates with Media Systems staff to provide IT support to audio visual systems; works with faculty and administration to define projects and establish priorities; analyzes the impact of academic and administrative policy and procedures changes on instructional and end user computing technology; researches application of new technology for academic programs; works in partnership with ITS management to develop and enforce department standard operating procedures; ensures an outstanding level of customer service and high quality technical knowledge; assists in preparing instructional and end user computing technology operating plans; manages projects to meet budget and schedule objectives.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the Assistant Vice Chancellor of Information Technology Services.

MINIMUM QUALIFICATIONS

Training and Experience

Bachelor's degree in computer technology or equivalent and 5 years of experience in a supervisory capacity in a technology services environment or equivalent leadership experience and 5 years of experience providing end user support in an IT Help Desk or Service Desk environment.

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DESIRABLE QUALIFICATIONS

Knowledge and Abilities

Knowledge of end user and instructional computing technology planning, analysis, design, modification, testing, implementation, and operation. Understanding of server and desktop technology, automated software distribution and deployment of large-scale desktop image rollouts; information technology security standards and requirements, trends and tools; multimedia, audio visual and data communications concepts, methods, and techniques; systems administrator basic foundational knowledge. Ability to manage a technical team that supports desktop and mobile computers, printers, tablets, software, servers, printers and copiers; use and administer a help desk ticketing system; develop and implement standard operating procedures and resolve large scale technical issues related to hardware and software. Ability to: provide excellent customer service; plan, organize and execute projects; prioritize and distribute a high volume of work assignments, and optimize use and skills of staff; support an environment of 2000+ devices; stay current on cutting edge computer hardware and software as well as identifying, researching, evaluating, and implementing new end user and instructional computing technology; establish and maintain effective working relationships with staff, faculty, administration, peers clients and vendors. Ability to explain technical concepts to non-technical users; determine the root cause of issues and take corrective actions to prevent recurrence; analyze and recommend process improvements. Demonstrated competence in interpreting hardware and software documentation, as well as skillful, accurate, and articulate preparation of reports and data. Exhibit proficiency in clear and concise verbal and written communication.

Physical Requirements: Ability to use a computer workstation throughout the workday.