**GENERAL DESCRIPTION OF WORK**

Positions in this banded class are responsible for the leadership of a professional IT staff and the management of various monetary and technical resources assigned to the Support Services unit for the purpose of providing support to the unit’s customers. The manager is responsible for recruiting, mentoring, counseling, and the disciplining of the employees within the unit. Further, the manager is responsible for the professional growth and development of the unit’s staff competencies and technical knowledge. The manager may employ a number of strategies for supervising employees and may supervise staff directly and/or occasionally through another manager; day-to-day tasks may be delegated to a self-directed staff. The manager understands technology used in the technical support operations and its role within the enterprise and continuously evaluates

new technology for deployment within the enterprise. The manager is responsible for planning and directing activities as appropriate in the unit. S/he may be responsible for budget oversight and planning, providing input to higher-level managers regarding direction of work within the unit/s, and participating in the development of strategic

direction for the organization. The manager contributes to the development of, and enforces operational standards for the unit.

**CONTRIBUTING**

**Functional Competency Examples of Work Competencies**

**Technical Knowledge/ Leadership**

Aligns staff to meet service deliver needs

Addresses basic operational needs for customer service

Leans and applies new procedures and technologies to tech support activities May serve as manager for one functional area or a small organization with multiple functions

Reviews technology for continuing problems and develops action steps to resolve

Knowledge and understanding of the operational needs of unit

Ability to apply new procedures and techniques to meet service demands

Technical understanding to direct and assist staff

**Planning and Organizing** Sets work plans for staff to accomplish department goals

Addressed needs for service delivery on evenings, nights, or weekends

Ability to plan and implement the delivery and improvement of services, staffing and resources Ability to oversee the work unit

**Strategic Development/Project Management**

Identifies best practices in the operation of a service center

Provides oversight and manages limited scale technical project including timeline, resources and personnel

Coordinates facilities equipment and supplies for projects

Ability to oversee limited scale projects

Ability to collaborate with others to complete tasks or assignments

**Customer Service** Manages staff who provide customer service

Responds to customer needs in a timely manner

Ability to provide service to internal and external customers to satisfy needs

Ability to listen to concerns and resolve complaints

effectively and promptly; responds courteously in all interactions and provides timely assistance

**Human Resources Function** Hires, trains and supervises technical support solutions team members.

Aligns staff to meet service deliver needs

Ability to assess employee skills and conduct performance management process

Ability to identify and promote career paths of employees

**JOURNEY**

**Functional Competency Examples of Work Competencies**

**Technical Knowledge/ Leadership**

Assures appropriate documentation and training for Tier 1 and 2 support Establishes process and mitigation plans for unexpected complications Manages and maintains software licensing and standards for the organization Develops and implement operational safeguards to ensure compliance with security standards

Makes recommendations regarding emerging technologies as it relates to area of supervision

Significant knowledge and expertise in technical area. Ability to contribute to strategic planning with peers and upper management.

Relies on experience and judgment to plan and accomplish goals.

Ability to analyze and review area accomplishments

toward organizational objective in order to maximize operations.

**Planning and Organizing** Manages staffing and resources to accomplish work operations and objectives Develops and implements plans and actions for continuous delivery of quality services

Ability to plan and implement the delivery and improvement of services, staffing and resources, some of which may be at a higher , more strategic level

**Strategic Development/Project Management**

Manages the help desk operations center with appropriate coverage

Serves as manager for multiple functional areas

Develop and manage the implementation of services procedures to ensure adherence to department goals and performance indicators

Establishes set of task and associate activities with an intended outcome and timeline

Actions are performed and implemented to achieve the project results

Working knowledge of organization roles and relationships to resolve issues

Knowledge of current technology issues

Ability to manager projects of varying scale that require latitude in decisions and actions

Ability to demonstrate initiative to resolve unexpected

problems

**Customer Service** Identifies designated response times for types of IT problems incorporated into escalation schedules

Review and analyzes reports to evaluate and provide remediation to ensure quality, responsive customer service

Ability to anticipate customer’s needs and move to effectively address issues

Ability to promote a positive customer service attitude among employees to improve client satisfaction

**Human Resources Function** Hires, trains and supervises technical support solutions team members Develops technical support staff to provide customer services in an operation Plans, review and analyzes staffing requirements to meet service delivery Manages the ongoing development of Knowledge base to support quality and responsive customer service

Develops action plans in relation to performance management goals

Ability to mentor, coach and promote the enhancement of employee skills as needed

Ability to manage resources effectively to provide to employee training opportunities

**ADVANCED**

**Functional Competency Examples of Work Competencies**

**Technical Knowledge/ Leadership**

Reviews service tickets for anomalies and evaluate the need to escalate or further troubleshoot at the technology assistance center

Identifies and implements a plan for continuous improvement of ever-changing

required skill sets

Plans for the impact of technological changes for the organization

Ensures appropriate documentation and training for Tier 1 and 2 support

Supports the learning commons community

Establishes process for and mitigation plans for unexpected complications

Evaluates the services to provide more strategic services

Creates opportunities for increased revenue streams

Ability to plan and implement based on organizational forecast

Knowledge of enterprise capabilities through acquisition

and application of new technologies

Ability to defines business strategies and contributes to the enterprise vision

**Planning and Organizing** Leads the team that implements new services by testing and evaluating the services

Develops and implements a business plan for a self-supporting receipts based facility and implements business safeguards to ensure that the operation adheres

to University, state and federal regulations regarding the safe keep of monies

Ability to direct higher-level planning, organizing and staffing. May coordinate plans directly or through subordinates

**Strategic Development/Project Management**

Develop strategies to ensure support of the campus or agencies response to service request from campus or agency

Serves as manager for numerous complex functional areas

Develops and manages on going upgrades in knowledge and support of changing technical knowledge

Ability to evaluate and modify department services to provide enhanced quality

Ability to ensure continuity in execution of assigned

mission

Ability to manage large scale or multiple projects

**Customer Service** Designs response time dictated by types of IT problems and incorporates into escalation schedules.

Reviews resolved customer complaints and identifies ways to mitigate future

occurrence of issue

**Human Resources Function** Plans, reviews and analyzes staffing requirement of service areas to meet service demands

Manages the ongoing development of the knowledge base to support the quality and responsive customer service.

Creates opportunities for staff and student development to meet the increasing

and changing skill needs

Use tools like the Knowledge Base to provide consistent quality services and balances staffing for recurring Tier 1 incidents

Ability to establish and maintain work relationships and seek feedback from customers and service recipients to improve quality and design ways to exceed expectations Ability to establish proactive relationships with customers Ability to mentor peers to guarantee customer satisfaction

Ability to coach, evaluate and review performance and managing a total skillset of the unit.

Ability to identify and seek resources and opportunities for employee growth and training

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| **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS** | | |
| • Associate Degree in Computer Information Technology, Computer Technology, Computer Information Systems, Integration, Networking Technology, or related area and five year of progressive experience in the information technology field including at least two years of experience in the area of Technology Support related work or,  • Bachelor’s degree from an appropriately accredited institution and five years of experience in the information technology field including at least two years of experience in the  Technology Support related to work or,  • Bachelor’s degree in computer science, computer engineering, math or engineering or related technical degree from an appropriately accredited institution and four years of progressive experience in the information technology field including at least two years of experience in Technology Support related work; or an equivalent combination of education and experience.  • Advance level requires an additional one year of education or experience. | | |
| **SPECIAL NOTE** | | |
| This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions. | | |