

## **MANAGER, TECHNICAL SUPPORT**

### **DEFINITION**

Under administrative direction, responsible for overseeing and supervising the day-to-day operations of complex customer support functions in an in-bound call center environment. Provides technical assistance to customers (end-users) and employees. Conducts technical training and regularly directs technical support representatives. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner that leads to ultimate customer satisfaction of services. Assists in planning, organizing, managing, and providing direction and oversight for overall information systems support functions of the College; assists in coordinating assigned activities with other College departments, divisions, outside agencies, and the public; provides highly responsible and complex professional assistance to the various Information Technology Directors and the Chief Technology Officer in areas of expertise; and performs related work as required. This position is overtime exempt.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Director, Academic Technology. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is a management level classification in the Information Technology Department. The incumbent plans, organizes, manages, provides direction and oversight, and participates in all operations, activities, and services of the Help Desk and Desktop Support teams and is responsible for providing professional-level support to the, campus community, Information Technology Directors and Chief Technology Officer in a variety of areas. Assists in short- and long-term planning and development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating assigned work with that of other College departments, divisions, and outside agencies. Responsibilities include performing and directing many of the team's day-to-day administrative functions. This class is distinguished from the Director, Academic Technology in that the latter has overall responsibility for all programs, operations, activities, and services of Academic Technology unit.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, manages, and oversees the daily functions, operations, and activities of the Help Desk and Desktop Support teams, including installation, maintenance, and upgrade of administrative systems infrastructure, hardware, and networks.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the Help Desk and Desktop Support teams; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures; assists with information technology strategic planning.
3. Assists in managing and participating in the development and administration of the assigned budget; forecasts of additional funds needed for staffing, materials, and supplies; monitors and approves expenditures; directs and implements adjustments as necessary.
4. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the assigned units, service delivery methods, and procedures; assesses and monitors workload, administrative, support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to senior management.

5. Selects, trains, motivates, and evaluates assigned personnel; provides, coordinates, or recommends staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to senior management.
6. Works with College constituents to assess and understand technology needs to meet appropriate level of service and solutions.
7. Oversees facilities used for administrative and student support; participates in future planning and designing support strategies for various non-academic programs.
8. Coordinates assigned units planning and activities, including status updates of information technology projects, reviewing, approving, and directing assigned projects, and accurate reporting and documentation.
9. Informs management of recurring or projected resource and capacity problems, and potential risks and technical failures, and initiates and coordinates planning and corrective actions.
10. Recommends and approves procedural and security standards for information technology functions to ensure protection of installation security.
11. Serves as a liaison for the team and department with other College departments, divisions, and outside agencies; attends meetings in various locations; serves on various committees and task forces.
12. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology as it relates to the area of assignment.
13. Maintains and directs the maintenance of working and official departmental files.
14. Monitors changes in laws, regulations, and technology that may affect College, departmental, or team operations; implements policy and procedural changes as required.
15. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
16. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Assist in providing information and resources to individuals who bring forward DHR complaints and reporting possible DHR complaints to the Director, Equal Employment Opportunity Programs in Human Resources and other appropriate authority as necessary.
18. Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
2. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
3. Principles and practices of information technology support, service development, implementation, and management, including administrative system infrastructure, hardware, software, peripherals, server and network technology.
4. Principles and practices of budget development and administration.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to information technology operations.
7. Recent and on-going developments, current literature, and sources of information related to the information technology operations.
8. Modern office practices, methods, and computer equipment and applications related to the work.

9. Record keeping principles and procedures.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

**Skills & Abilities to:**

1. Recommend and implement goals, objectives, and practices for providing effective and efficient services.
2. Organize, manage, implement, and maintain efficient and effective information technology systems to ensure the reliability and integrity of the administrative system infrastructure.
3. Manage and monitor complex projects, on time, and within budget.
4. Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
6. Evaluate and develop improvements in operations, procedures, policies, or methods.
7. Effectively represent the College and the department in meetings with contractors, vendors, and various business and professional organizations.
8. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
9. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
10. Analyze, interpret, summarize, and present technical information and data in an effective manner.
11. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Operate modern office equipment including computer equipment and specialized software applications programs.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from a regionally accredited four-year college or university with major coursework in computer science, management information systems, CIS, IT, business administration, organizational behavior, or a related field, and three (3) years of increasingly responsible leadership and technology support experience in information technology.

OR

Equivalent to a Master's degree from a regionally accredited college or university with major coursework in computer science, management information systems, CIS, IT, business administration, organizational behavior, or a related field, and one (1) year of increasingly responsible leadership and technology support experience in information technology.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents occasionally lift, carry, push, and pull materials and objects, typically weighting up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.