Manager of Technology Support

Department: Information Technology
FLSA Status: Exempt
Grade/Level: N/A
Work Schedule: M-F; 8:30 a.m. to 5:00 p.m.; 12 months. (additional hours/days as needed)

Job Status: 1.0 FTE
Reports To: Executive Director
Amount of Travel Required: Minimal
Positions Supervised: Senior Technical Support Specialist, Computer and Media Technician, Educational Media Senior Technician, Information, Technology Intern, plus student workers

POSITION SUMMARY:
Provides leadership, management, and technical expertise for all Technology Support areas including individual and classroom PC’s, printers (both traditional and 3D), display devices (projectors, TVs, and interactive displays), software support, technical training, event support, project management, classroom technology and large venue technology. Performs essential functions personally, through others, or in conjunction with designated personnel or outside vendors/experts.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
Reasonable Accommodations may be made to enable qualified individuals with physical or mental disabilities that substantially limit one or more “major life activities” to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

- Recommends, develops, acquires and implements hardware and software components and devices used by faculty, staff, students, and other personnel across the campus.
- Manages the life-cycle of college computers and educational media devices including acquisition, set-up, operational support, security, maintenance and repair, replacement, and salvage.
- Manages the planning and execution of support for campus events with educational media devices and related technologies.
- Develops and delivers effective technology-related training programs for faculty, staff, and students.
- Communicates with the campus community in a timely fashion about technology changes, issues, and opportunities.
- Drives problem solving and marshals necessary resources within and outside of the Technology Support group to resolve technology issues and problems.
- Demonstrates responsiveness to calls, requests, and tickets to meet the needs of the campus community in an appropriately prioritized fashion.
- Maintains security awareness of all campus technology in hardware, software, policies, procedures, and personnel.
- Carries out managerial responsibilities in accordance with the college’s policies, applicable laws, and divisional directives by: interviewing, hiring, training and developing employees; planning, assigning and directing work; appraising individual performance; establishing expectations and
performance goals; promoting collaboration and communication within department and division; rewarding and disciplining employees; addressing complaints and resolving problems; and demonstrating sound fiscal management.

Other Job Function Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

- Other duties as assigned.

POSITION QUALIFICATIONS: (The minimum knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform the essential functions of the job at a fully acceptable level.)

KNOWLEDGE (Defines the mental aspects of the job. Knowledge is obtained through education, experience, training, licensure, certification, or through a combination of the aforementioned.)

Minimum: Bachelor’s degree from an accredited institution. 8 years experience in implementing and supporting information technology hardware and/or software in an environment of at least 300 end users. 4 years experience in managing either an IT group or an IT project.

Technical experience should include:

- Help Desk ticketing and asset management system(s).
- Anti-virus/Anti-malware software management, prevention, and remediation.
- Active Directory user support with password resets, organizational unit management, and group policy creation.
- Operating systems in both Windows Enterprise/Pro, Linux, and Mac.
- Software in the MS Office Suite, OneDrive and other Office 365 Tools, Adobe Suites and other content creation programs.
- Printer support in hardware, networking, and creation/configuration of print server queues.

Desired: Bachelor’s degree from an accredited institution in Information Technology, Computer Science, Management Information Systems or a related field. Periodic completion of education and training efforts that demonstrate continual learning in the field of information and/or communications technologies. Experience working in higher education. Experience in both networking and server management.

License or Certification (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) N/A

SKILLS (The application of knowledge by the manual, verbal, or mental manipulation of data, words, people, or things necessary to fully meet job expectations of the essential functions.)

To fully meet job expectations, the incumbent must:

- utilize the following all applicable software appropriately and accurately in the College’s information technology environment to include: Anti-virus/Anti-malware software, MS Office Suite, OneDrive and other Office 365 Tools, Adobe Suites and other content creation programs or appropriate alternative software;
- communicate effectively using a variety of styles and techniques appropriate to the audience.

ABILITIES (Natural talents, developed proficiencies, and or other job-related requirements. This section includes observable behaviors or behaviors that produce observable results necessary to fully meet job expectations of the essential functions.)

To fully meet job expectations, the incumbent must have the ability to:
• maintain regular and consistent attendance,
• use cognitive skills to: solve problems, develop, plan and implement goals, organize work or assigned projects,
• work evenings and weekends,
• attend workshops, meetings, or conferences in or out of town,
• solve basic to advanced problems,
• collaborate and work effectively with all levels of employees,
• organize work and/or projects in an effective manner,
• balance multiple projects and unstructured tasks within deadlines,
• work under pressure while maintaining a professional demeanor,
• regularly update knowledge and skills related to information technology and relevant Higher Education processes, and
• model high standards of honesty, integrity, trust, and ethical behavior.

BEHAVIORS (Required by the institution of all employees within a classification (exempt, nonexempt, managerial/supervisory) necessary to fully meet job expectations of the essential functions and are formally reviewed during the annual performance evaluation process.)

The following must be demonstrated at a fully acceptable level:

• Leadership – effectively communicates, motivates, and directs others’ work.
• Planning – plans and organizes work effectively by setting goals, prioritizing tasks, and evaluating progress
• Fiscal management – demonstrates sound fiscal oversight through budgeting, managing accounts, and controlling expenses
• Conflict resolution – exhibits skill in addressing workplace conflicts
• Mentoring – encourages and coaches staff in a positive manner and fosters staff development
• Service orientation – exhibits a customer-friendly demeanor with internal and external customers
• Teamwork – works effectively with other employees at all levels to achieve team results

PHYSICAL REQUIREMENTS:

The following represent the physical requirements of the essential job functions. Bending/stooping, pushing/pulling, walking, climbing, talking, seeing, hearing, finger dexterity, and lifting up to 50 pounds.

WORK ENVIRONMENT:
Includes the use of sound equipment at moderate noise levels. Minimal outside work usually in good weather. Occasional work interruptions will occur.

Disclaimer: The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. **It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.** Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: _________________________________ Date: ______________
Supervisor Signature: _________________________________ Date: ______________
Executive Signature: _________________________________ Date: ______________