

# JOB DESCRIPTION



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**Position Title:** Director of User Support Services

**Department:** Technology Services

**Employment Category:** Exempt Staff

**Primary Location:** District-wide  
Based on the Sierra Vista Campus

**FLSA Classification:** Exempt  
**Remote Work Eligible:** No

**Parameters:** Full-Time; 12 Months/Year

**Pay Grade:** EX14

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**Position Summary:** The Director of User Support Services is responsible for managing the day-to-day activities associated with providing quality customer service and technical support to students, faculty, and staff, technical support of college supported software, hardware, audio-visual (AV) and associated peripherals, and supervision of the help desk, user support staff, AV support staff, and related managed services vendors while engaging in proactive planning and support to meet the changing needs of college users in support of student learning and success.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Manages and oversees all user support services staff and AV support services staff; oversees and assures quality delivery of services from third-party vendors, including providing user support of all college supported hardware, software, and related peripherals, and user accounts for all employees, classrooms, labs, events and students; manages intake requests, assignment and escalation of user support requests

Maintains and provides operational support of computer imaging process, third-party services and applications.

Assures and manages the installation, maintenance, troubleshooting, and repairs of college supported hardware, software, AV and related peripherals throughout the district

Adheres to and assures that user support staff follow applicable federal and state regulations, college policies, and security requirements, procedures, and protocols

Assists user support staff with troubleshooting and diagnosing problems with software and hardware; researches hardware and software to fit individual user needs; obtains quotes and makes recommendations; maintains a current knowledge base of technological developments and advances through ongoing professional development, including attending conferences, seminars, and workshops and reading appropriate professional literature

Trains, coaches, mentors, and evaluates staff performance; makes recommendations for personnel actions and professional development; ensures the availability of experienced staff to meet help desk needs

Proactively develops, implements, and maintains help desk processes and procedures to meet institutional and end user needs; monitors help desk performance trends and efficiency with a goal of continuous improvement; establishes service level agreements with all users

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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## **Education and Experience Requirements:**

Bachelor's degree in computer science or a related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Four years' related technical experience including at least two years' supervisory experience

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

## **Knowledge, Skills and Abilities:**

Commitment to the community college mission and student success

High level of personal integrity and ability to manage sensitive issues while maintaining confidentiality

Excellent professional role model

Effective communicator and listener

Knowledge of and ability to follow college policies and procedures

Extensive knowledge of current technologies including: audio and video services, word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications SCCM or other device management applications and Google Apps

Working knowledge of troubleshooting techniques and methods related to hardware and software

Skill in supervisory practices and techniques

Skill in coordinating and prioritizing competing demands

Skill in running a help desk in support of end users

Skill assisting users with problem determination and resolution

Skill in presenting ideas and concepts orally and in writing

Skill utilizing customer service techniques when responding to requests and/or complaints

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work under pressure with frequent interruptions

## **Work Environment:**

Work is primarily performed under general supervision in a classroom or office setting with appropriate climate control. Some projects and work tasks will require working outside in varying weather and environmental conditions. Will be required to be on-location for the setup and support of events and college-sponsored functions to include evening and weekend hours. Will be required to work varied hours that span from 7 AM up to 8 PM when classes are in session and for projects as required.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, to include fine motor skills, ability to communicate.

Medium work: Exerting up to 75 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting only occasionally, walking and standing are required regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports to:** Chief Information Officer

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.