DIRECTOR, CLIENT SUPPORT SERVICES

GENERAL STATEMENT:
The Director of Client Support Services role is to plan, organize, and manage staff and overall desktop support to ensure a stable operation of the college's Information Technology Services. This individual will help plan, coordinate and design IT-related activities for the organization as well as provide administrative direction and support for daily desktop support activities.

REPORTS TO:
Vice President of Information Technology Services

OCCUPATIONAL GROUP:
Professional

FLSA: Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:
Bachelor degree, Associate degree, certificate or related experience in a large network environment.

LICENSE OR
CERTIFICATION:
A+, Network+, Project+ or industry equivalent experience required, Experience and education may be substituted for certifications.

EXPERIENCE:
Computer skills related to networking and microcomputers. Applicant should have a minimum 3 years increasingly responsibility in a large scale networked environment.

OTHER:
- Strong analytical skills, with the ability to develop strategies, business cases and plans
- Ability to influence people across a range of junior and senior levels of management
- Excellent project management skills - highly organized and disciplined
- Excellent interpersonal and communication skills, with a high level of personal and professional integrity. Able to listen effectively, inspire trust and influence
- Self-starter, requiring minimal direction and an ability to juggle multiple priorities simultaneously and to take the initiative
- An innovative and creative thinker; not afraid to try something different and inspire others to follow suit.
- Demonstrated ability to work under pressure, meet deadlines and deliver results
- Ability to combine attention to detail and technical abilities.
- Demonstrated experience of creating and managing a budget.
- Demonstrated experience in training or mentoring others.

Common Technology used:
Personal computer, iPad and tablet devices, Windows operating system, Fluke network equipment, Bomgar support system, help desk software, knowledgebase, computer virus, malware,

DUTIES AND RESPONSIBILITIES:

- Exercise supervision over Clients Support Services staff and student employees assisting in day-to-day activities.
- Manage operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Provides performance feedback and assists employees with plans for development and training.
- Analyze existing operations and make recommendations for the improvement and growth.
- Works collaboratively with campus leadership to maintain open lines of communication to ensure reliable, available, and secure technology use environment.
- Support development and implementation of new computer projects and new hardware installations.
- Participate in asset management and budget planning process to meet needs of the campus.

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- Develops and follows standard operating procedures aimed at providing exceptional client support
- Seeks out and identifies strategic problems and opportunities, establishing well defined, planned, and budgeted actions to address them.
- Follows Client Support Services team and ITS procedures, but regularly evaluates those procedures.
- Oversee desktop support-related projects and project portfolio.
- Typically directs the work of others and prioritizes project work.
- Sets goals for others that support short-term team goals. May establish long term goals for others.
- Provide and maintains a strong technical knowledge of desktop operations and service delivery.
- Set Administrative goals for Client Support Services.
- Coaches or trains other Client Support Services members.
- Builds the Client Support Services annual budget
- May be required to work irregular evening hours for help desk (service desk) support as assigned by the Vice President of Information Technology.
- Other duties as assigned by the Vice President of Information Technology Services.

PHYSICAL REQUIREMENTS:

- May be required to travel to other campuses for IT or multimedia troubleshooting and support.
- Entails climbing a ladder.
- May be required to lift, push, or pull 40 lbs.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

_____   _____

Employee's Signature   *Date*

_____   _____

Supervisor's Signature   *Date*

All TVCC positions are security sensitive and require a criminal background check.

Approved: 1/26/2015   *Revised: 4/06/15*

JD611