

CLASSIFICATION SPECIFICATION

Director of Computing Support

FT/PT Class Code: 5085, 5585 Pay Grade: B/C 24 FLSA: Exempt Rev. 05/22/17

SUMMARY STATEMENT: An incumbent in this position is responsible leading managing, coordinating, planning, and training the College's Computing Support Unit. The Director is responsible for facilitating excellent customer service for all internal and external customers, as well as leveraging their in-depth knowledge of College technologies, tools, services to support staff and student success. In addition, this position assists the Associate Vice President for Information and Instructional Technology in strategic planning for the Information and Instructional Technology Division.

NATURE AND SCOPE:

An incumbent in this class reports directly to the Associate Vice President for Information and Instructional Technology and supervises technology staff at multiple campus locations.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Directs the administration of first-line technical customer service for the College, including supervising managers of computing support.
2. Participates in senior technology management discussion and direction setting.
3. Provides recommendations regarding technology needs and direction to the Associate Vice President for Information and Instructional Technology.
4. Develops and implements policies.
5. Responsible for employees' training and development.
6. Partners with the management team to align policies and systems with the College objectives.
7. Oversees customer issues and ensure effective and long-term problem resolution.
8. Develops and implements procedures pertinent to the effective and efficient operation of the Customer Service oriented Information Technology Department.
9. Monitors programs and procedures to ensure on-time delivery and customer satisfaction.
10. Maintains in-depth working knowledge of the College's systems and processes.
11. Sets performance standards to meet service goals of College.
12. Coaches managers and technical staff in order to achieve high performance.

PRINCIPAL ACCOUNTABILITIES, cont'd:

13. Structures the training agenda for department members.
14. Measures Customer Service Representatives' performance and makes employment decisions.
15. Provides feedback to Operations team to ensure all customers have accurate and timely information on order status and/or changes.
16. Works continually towards self-development to stay current on customer service, sales and supervisory procedures & practices.
17. Meets with campus management as required to identify and resolve issues and set campus technology direction.
18. Serves as a member of the Computing Support senior management team and provides input in the development of strategic directions for all technology.
19. Supports special College initiatives and events.
20. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of industry trends in technology.
- ◇ Knowledge of the theory, components, and configuration of a variety of LANs and WANs.
- ◇ Knowledge of the methods used in short- and long-term planning.
- ◇ Knowledge of the methods and procedures used in providing instruction.
- ◇ Knowledge of the methods used to acquire licensing agreements and the ways to curtail College copyright infringements.
- ◇ Knowledge of the techniques used in performing systems analysis.
- ◇ Knowledge of the concepts, methods, and techniques of supervision.
- ◇ Knowledge of the capabilities and limitations of telecommunication technology.
- ◇ Knowledge of the theory, components, and configuration of computers.
- ◇ Knowledge of programming languages, including the latest generation.
- ◇ Knowledge of State policies in purchasing.
- ◇ Knowledge of the Internet, including the World Wide Web, Usenet News, FTP, Telnet, TFTP, gopher, sendmail, and associated protocols and standards.
- ◇ Knowledge of various network hardware, topologies, and protocols, including NICs, routers, bridges, hubs, terminal servers, transceivers, 3270 controllers, SMDS, ISDN, SNA, TCP/IP, and IPX.
- ◇ Knowledge of the concepts, components, and techniques of computer network encryption and security.
- ◇ Ability to diagnose hardware, software, and network problems, and to execute appropriate actions to correct these problems.
- ◇ Ability to write clear, concise, and informative reports.
- ◇ Ability to make prudent recommendations regarding the lease or purchase of computer hardware and software.
- ◇ Ability to communicate effectively in technical or layman's terminology with management, system users, and vendors.

MINIMUM QUALIFICATIONS:

- ◇ Associate Degree in a technology-related field (Bachelor's degree preferred).
- ◇ Minimum of three (3) years of experience managing staff.
- ◇ Minimum of three (3) years of experience working on a technology oriented team.