

CLASSIFICATION SPECIFICATION

Manager of Computing Support

FT/PT Class Code: 5102, 5602 Pay Grade: B/C 19 FLSA: Exempt Rev. 07/01/15

SUMMARY STATEMENT: An incumbent is responsible for the daily management of customer service operations at the campus level, including supervising the daily operations of information systems support personnel involved in the installation, troubleshooting, repair and maintenance of computer and network hardware and software. Duties also include identifying campus computer needs and recommending, budgeting, quoting, purchasing, and tracking hardware and software.

NATURE AND SCOPE:

An incumbent in this class typically reports to the Customer Service Director. Principal contacts are with administrators, faculty, students, technical personnel at other campuses and other educational institutions, and vendors.

PRINCIPAL ACCOUNTABILITIES:

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

1. Supervises technical staff in the installation, troubleshooting, repair, and maintenance of a campus location's personal computers and peripherals.
2. Supervises technical staff in the deployment, troubleshooting, designing, writing, and modifying application software.
3. Identifies campuses' information technology needs and recommends, budgets, quotes, purchases and tracks hardware and software.
4. Schedules work and designates areas of responsibility including providing the campus Help Desk function. Evaluates work and recommends hiring and firing.
5. Supervises technical staff in the designing, installing, troubleshooting, repairing, and maintaining LAN equipment.
6. Serves as a member on several college-wide and campus committees.
7. Develops short- and long-term plans for the campus department for submission to the Customer Service Director.
8. Ensures systems security, integrity, and reliability by adhering to college-wide policies and procedures.
9. May be required to be on call after operating hours.
10. Performs other related duties as required

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of industry trends in technology.
- ◇ Knowledge of current Windows based PC operating systems.
- ◇ Knowledge of system administration.
- ◇ 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 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 State policies in purchasing.
- ◇ Knowledge of budgeting.
- ◇ Knowledge of the concepts components, and techniques of computer network encryption and security.
- ◇ Ability to install hardware and software.
- ◇ 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.
- ◇ Ability to relate to and communicate effectively with a diverse population in a multicultural environment.

MINIMUM QUALIFICATIONS:

- ◇ Associate's degree in Computer Information Systems or other closely related technology field or other equivalent combination of education and experience.
- ◇ Minimum of two (2) years of experience in managing technology related projects.
- ◇ Minimum of one (1) year of supervisory experience.