



POSITION DESCRIPTION

TITLE: Assistant Director Technical Support Services

CATEGORY: Professional

FLSA STATUS: Exempt

GRADE: I (Technology Support)

JOB SUMMARY: Improve desktop hardware and software process and support critical business strategies by managing the development, installation, vendor selection, maintenance and repair of desktop equipment. Coordinate training and audit program components to ensure utilization of staff is effectively managed in relation to call volume; ensure optimal resolution of problem calls.

In-person work on campus is an essential function of this position.

ESSENTIAL FUNCTIONS:	YEARLY PERCENT OF TIME
1. Provide personnel management direction and guidance for staff assigned to section, including orientation, training, coaching, and administering performance appraisals; perform related duties and responsibilities as required.	20%
2. Work with Technical Support and Service Desk staff in assisting/solving non-routine or complex software, hardware and procedure problems; establish, document, and maintain procedures for any work orders that require outside resources.	15%
3. Responsible for support and assistance of the College in every facet of the information system process.	15%
4. Responsible for software installations and configurations, application security, file management, performance monitoring, and application software installations at the desktop level; use of latest tools and technologies that facilitate and streamline such activities.	15%
5. Analyze work order activity and make recommendations for a more streamlined, effective and efficient way of conducting business; assure optimal usage of staff per call volume.	10%
6. Create long-term strategies for growth and maintenance of Service Desk and Technical Support Departments, and make budgetary recommendations during budget time; keep current on industry trends and all applicable technologies.	10%
7. Confer with senior staff, computer users and management to determine requirements for new or modified software and hardware; coordinate the installation of hardware and software, and implementation of procedure changes; coordinate problem resolutions with the District's IT personnel and external vendors.	10%
8. Perform other duties as assigned.	5%

REPORTING RELATIONSHIP: Executive Director, Network System & Support Services

SUPERVISORY RESPONSIBILITIES: Direct supervision to staff assigned.

ESSENTIAL QUALIFICATIONS:

EDUCATION: Bachelor's degree or equivalent.

EXPERIENCE: Five (5) years of related experience or training.

SPECIAL CONDITIONS:

- This is a security-sensitive position as defined under the Texas Education Code, Section 51.215; the successful applicant will be required to undergo a criminal background check, as permitted and/or required by applicable law, and in accordance with the College's policies and procedures.
- Operating a motor vehicle is an essential job function of this position; all final position candidates will be required to undergo a motor vehicle records check, as permitted and/or required by applicable law, and in accordance with the College's policies and procedures. Thereafter, motor vehicle records checks will be conducted annually.

SPECIAL SKILLS AND ABILITIES:

1. Skills/Abilities:
 - Proficient PC operation skills;
 - Ability to research and analyze information;
 - Effective supervisory and planning skills;
 - Effective interpersonal, written and oral communication skills;
 - Ability to manage multiple projects simultaneously;
 - Experience leading and managing personnel;
 - Ability to interact with individuals at all levels of the institution;
 - General management skills required for the position.
2. Equipment Used: Personal computer and a variety of equipment associated with a general office environment. Tools and software essential diagnosis and service of desktop computers.
3. Software Used: A variety of word processing, spreadsheet, database, e-mail, and presentation software.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is frequently required to walk and talk or hear. The employee is occasionally required to stand. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

INTERPERSONAL SKILLS:

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions and risk of electric shock. The noise level in the work environment is usually moderate.

POSITION TITLE:	Assistant Director Technical Support Services
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PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands and work environment factors described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk			X	
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms				X
Climb or balance	X			
Stoop, kneel, crouch, or crawl				X
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds				X
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions(non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold(non-weather)	X			
Extreme hot (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements	
Close vision (clear vision at 20 inches or less)	X
Distance vision (Clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X

Ability to adjust focus	X
NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employee may be directed to perform job-related tasks other than those specifically present in this description.

I certify that I have received a copy of this job description. I have read and understand the duties and responsibilities of this position.

X

Employee Signature

Date