



POSITION DESCRIPTION

TITLE: Manager, Client Support

FLSA STATUS: Exempt	GRADE LEVEL: E
LOCATION: Leffel Lane Campus	UNIT: Administration
SHIFT: Mon-Fri 8:00 am - 5:00 pm	DEPT: Information Technology
INCUMBENT:	EMPLOYEE SIGNATURE: Date:
REPORTS TO: SVP, Technology, Safety & Strategic Initiatives (position title)	PREPARED BY & DATE:
Reviewed/Revised By:	EE Name : Date:
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I. POSITION PURPOSE – List brief summary of position

This person will manage and supervise the day-to-day IT Help Desk and User Support operations to directly support desktops, laptops, software, phones and related technologies for students, faculty and staff college-wide ensuring technology issues are resolved timely in accordance with established service standards. Key duties performed in this position include service deployment planning, alignment of service and support offerings with College mission and needs and professional communication with the College community in a user-friendly manner on various technology and support related topics. Additionally, this position regularly interfaces with other IT personnel in order to address issues that may be outside of the scope of the service functions of the department. The incumbent will be responsible for leadership of both staff and student workers to identify common problems that might be resolved at first contact. This working manager will not only be responsible for leading and managing the department but they will handle direct support tasks, hardware and software acquisition, and support everyone in the department.

II. RELATIONSHIPS AND CUSTOMERS – (In addition to Clark State Faculty, Staff, and Students, this position also interacts with the following external individuals, organizations and agencies)

Vendors	Board members	Alumni	Community

III. DIMENSIONS – If this position controls, manages, or has a direct impact on the expenditure of dollars, identify how, the type of budget, and the gross dollar amount involved)

Capital equipment and maintenance budgets

IV. ESSENTIAL DUTIES AND RESPONSIBILITIES

Under broad supervision, this position performs the following duties:

1.	Supervise all IT Client Support personnel.
2.	Plan, organize and establish priorities and schedules for the help desk and client support staff.
3.	Participate in hardware and software planning and acquisition according to the needs of the College.

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4.	Evaluate emerging technologies and provide recommendations to improve quality, access and services to College constituents.
5.	Provide hardware, software and network issue resolutions via phone, walk-in, email and on-site visits.
6.	Maintain quality assurance through the use of change management techniques and procedures.
7.	Administrates the Information Technology Issue Tracking System. Serves as department escalation point in addition to handles prioritization and assignment of work as necessary.
8.	Responsible for maintaining and evaluating operational procedures as well as documentation covering all aspects of the help desk.
9.	Analyze issue reporting trends to facilitate proactive solutions and courses of action to continuously improve service and responsiveness.
10.	Engages in appropriate professional development to maintain skills commensurate with the needs of the College as defined by supervisor.
11.	
12.	All other duties assigned by supervisor.

V. SUPERVISORY RESPONSIBILITIES – *The following position title(s) report to this position. If there are no reporting positions, type “None.”*

This person supervises all help desk and client support personnel.

Qualifications – *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

VI. EDUCATION and/or EXPERIENCE – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., High School/GED plus 3-5 years related experience or AS Degree preferred.*

- Bachelor's degree in relevant field or commensurate professional, job-related experience required.
- Three to five years of experience in Help Desk or other Customer Support jobs in the technology field required, higher education experience preferred.
- Demonstrated experience in the installation, implementation, support, troubleshooting and upgrading computers and systems required.
- Experience developing and reporting on business-related metrics on IT Help Desk and User Support operations strongly preferred.
- Leadership experience of significant technology-related projects and technology staff required.

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VII. SKILLS AND ABILITIES – *List basic skills and abilities necessary to perform essential duties and responsibilities, i.e., computer skills, oral and written skills, interpersonal skills, presentation skills, ability to motivate employees, etc.*

- Excellent customer service skills
- Good analytical skills
- Excellent organizational, verbal and written communication skills
- Proficiency in word processing, database and spreadsheet software
- Ability to positively interact with students, faculty and staff
- Evaluation/prioritization skills
- Listening/interpretative skills
- Excellent communication skills with a diverse workforce
- Experience with service and/or support delivery improvement and excellence
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VIII. CERTIFICATES, LICENSES, REGISTRATIONS – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., Certified Novell Administrator (CNA), Certified NetWare Engineer (CNE), Professional Human Resources (PHR), Certified Public Accountant (CPA), Notary Public, Ability to be Bonded, etc.*

- A+ certification desirable.
- Network + certification desirable.
- Other Microsoft or service delivery certifications strongly preferred.
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IX. LANGUAGE SKILLS – *(To be completed by HR)*

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

X. MATHEMATICAL SKILLS – *(To be completed by HR)*

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

XI. REASONING ABILITY – *(To be completed by HR)*

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

XII. PHYSICAL DEMANDS – *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, i.e., ability to lift up to 75 pounds, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.



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XIII. WORK ENVIRONMENT – *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

The work is performed in an office-like environment with a minimal amount of noise.