



Classification Description

Job Title: Manager, Technology Support Services

Pay Grade: TC025

Job Code: T065

FLSA Status: Exempt

Job Purpose

The Manager of Technology Support Services provides management, supervision, direction and coordination of the activities of the Campus Help Desks. This position works closely with a team of personnel within respective areas of IT to provide technical support to faculty, staff, students and others in the College-wide community.

General Responsibilities

Essential Functions

Supervises and oversees the College technical support and help desk operations in support of all College-wide computing systems.

Trains help desk staff to answer and resolve incoming calls. Solves, or assists help desk personnel in solving, non-routine or complex software, hardware and procedure problems. Trains technical support staff to provide desk top support services.

Determines and documents best practices. Analyzes help desk activity makes recommendations for changes in help desk procedures and systems to the Chief Information Officer (CIO). Confers with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware.

Coordinates installation of hardware and software and implementation of procedure changes.

Supervises the staff for support for escalated service tickets and issues which require campus IT personnel to resolve.

Maintains internal College "Classroom Down" help desk support; determines appropriate way to route issues for timely resolution and dispatches technicians accordingly.

Records daily communications, problems, actions taken and activities on and provides reports monthly to the CIO for review and assessment.

Conducts student orientations and workshops on general Florida SouthWestern State College technology systems including Portal access, Canvas navigation and other College specific applications.

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Proactively meets with customers to identify their needs and determine quality of services. Promotes a high degree of customer service and monitors customer satisfaction through a survey feedback system.

Hires, trains, and supervises Student Assistants working in the Technology Center.

Trains and monitors Student Assistants on a variety of basic customer service activities to include retrieving passwords, handling basic login issues, routine departmental activities and repetitive tasks.

Manages the Technology Equipment Loan Program for the all campuses.

Creates long-term strategies for growth and maintenance of the technical support/help desk functions and makes budgetary recommendations to CIO.

Serves as the ticketing application administrator for IT. Implements and streamlines IT processes to ensure compliant and streamlined processes.

Serves as the administrator on College-based software applications, as assigned.

Provides and maintains cellular telephone and high-speed internet technology services, which allows immediate accessibility to the College through text and voice messages by cellular phone, and responds as needed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education in computer science or a related field.

Four (4) years of professional work experience in a technology related position. Appropriate combination of education and experience may be substituted.

Demonstrated ability to utilize computers, peripherals, and software such as Microsoft Office and Windows, and experience in word processing and spreadsheet software such as MS Word and Excel. This position must demonstrate an ability to work with computer settings and web browsers that impact a student's ability to work online.

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Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

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Work Conditions/Physical Demands/Special Conditions

- Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
- Environmental: Normal general office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 15, 2019. Revised June 28, 2021(r), and May 9, 2023.