

INFORMATION TECHNOLOGY MANGER -TECHNOLOGY SUPPORT (12201)(30005020)

GENERAL DESCRIPTION OF WORK

Positions in this banded class are responsible for the leadership of a professional IT staff and the management of various monetary and technical resources assigned to the Support Services unit for the purpose of providing support to the unit's customers. The manager is responsible for recruiting, mentoring, counseling, and the disciplining of the employees within the unit. Further, the manager is responsible for the professional growth and development of the unit's staff competencies and technical knowledge. The manager may employ a number of strategies for supervising employees and may supervise staff directly and/or occasionally through another manager; day-to-day tasks may be delegated to a self-directed staff. The manager understands technology used in the technical support operations and its role within the enterprise and continuously evaluates new technology for deployment within the enterprise. The manager is responsible for planning and directing activities as appropriate in the unit. S/he may be responsible for budget oversight and planning, providing input to higher-level managers regarding direction of work within the unit/s, and participating in the development of strategic direction for the organization. The manager contributes to the development of, and enforces operational standards for the unit.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge/ Leadership	Aligns staff to meet service deliver needs Addresses basic operational needs for customer service Leans and applies new procedures and technologies to tech support activities May serve as manager for one functional area or a small organization with multiple functions Reviews technology for continuing problems and develops action steps to resolve	Knowledge and understanding of the operational needs of unit Ability to apply new procedures and techniques to meet service demands Technical understanding to direct and assist staff
Planning and Organizing	Sets work plans for staff to accomplish department goals Addressed needs for service delivery on evenings, nights, or weekends	Ability to plan and implement the delivery and improvement of services, staffing and resources Ability to oversee the work unit
Strategic Development/Project Management	Identifies best practices in the operation of a service center Provides oversight and manages limited scale technical project including timeline, resources and personnel Coordinates facilities equipment and supplies for projects	Ability to oversee limited scale projects Ability to collaborate with others to complete tasks or assignments
Customer Service	Manages staff who provide customer service Responds to customer needs in a timely manner	Ability to provide service to internal and external customers to satisfy needs Ability to listen to concerns and resolve complaints effectively and promptly; responds courteously in all interactions and provides timely assistance
Human Resources Function	Hires, trains and supervises technical support solutions team members. Aligns staff to meet service deliver needs	Ability to assess employee skills and conduct performance management process Ability to identify and promote career paths of employees

INFORMATION TECHNOLOGY MANGER -TECHNOLOGY SUPPORT (12201)(30005020)

JOURNEY		
Functional Competency	Examples of Work	Competencies
Technical Knowledge/ Leadership	Assures appropriate documentation and training for Tier 1 and 2 support Establishes process and mitigation plans for unexpected complications Manages and maintains software licensing and standards for the organization Develops and implement operational safeguards to ensure compliance with security standards Makes recommendations regarding emerging technologies as it relates to area of supervision	Significant knowledge and expertise in technical area. Ability to contribute to strategic planning with peers and upper management. Relies on experience and judgment to plan and accomplish goals. Ability to analyze and review area accomplishments toward organizational objective in order to maximize operations.
Planning and Organizing	Manages staffing and resources to accomplish work operations and objectives Develops and implements plans and actions for continuous delivery of quality services	Ability to plan and implement the delivery and improvement of services, staffing and resources, some of which may be at a higher , more strategic level
Strategic Development/Project Management	Manages the help desk operations center with appropriate coverage Serves as manager for multiple functional areas Develop and manage the implementation of services procedures to ensure adherence to department goals and performance indicators Establishes set of task and associate activities with an intended outcome and timeline Actions are performed and implemented to achieve the project results	Working knowledge of organization roles and relationships to resolve issues Knowledge of current technology issues Ability to manager projects of varying scale that require latitude in decisions and actions Ability to demonstrate initiative to resolve unexpected problems
Customer Service	Identifies designated response times for types of IT problems incorporated into escalation schedules Review and analyzes reports to evaluate and provide remediation to ensure quality, responsive customer service	Ability to anticipate customer's needs and move to effectively address issues Ability to promote a positive customer service attitude among employees to improve client satisfaction
Human Resources Function	Hires, trains and supervises technical support solutions team members Develops technical support staff to provide customer services in an operation Plans, review and analyzes staffing requirements to meet service delivery Manages the ongoing development of Knowledge base to support quality and responsive customer service Develops action plans in relation to performance management goals	Ability to mentor, coach and promote the enhancement of employee skills as needed Ability to manage resources effectively to provide to employee training opportunities

INFORMATION TECHNOLOGY MANGER -TECHNOLOGY SUPPORT (12201)(30005020)

ADVANCED		
Functional Competency	Examples of Work	Competencies
Technical Knowledge/ Leadership	<p>Reviews service tickets for anomalies and evaluate the need to escalate or further troubleshoot at the technology assistance center</p> <p>Identifies and implements a plan for continuous improvement of ever-changing required skill sets</p> <p>Plans for the impact of technological changes for the organization</p> <p>Ensures appropriate documentation and training for Tier 1 and 2 support</p> <p>Supports the learning commons community</p> <p>Establishes process for and mitigation plans for unexpected complications</p> <p>Evaluates the services to provide more strategic services</p> <p>Creates opportunities for increased revenue streams</p>	<p>Ability to plan and implement based on organizational forecast</p> <p>Knowledge of enterprise capabilities through acquisition and application of new technologies</p> <p>Ability to defines business strategies and contributes to the enterprise vision</p>
Planning and Organizing	<p>Leads the team that implements new services by testing and evaluating the services</p> <p>Develops and implements a business plan for a self-supporting receipts based facility and implements business safeguards to ensure that the operation adheres to University, state and federal regulations regarding the safe keep of monies</p>	<p>Ability to direct higher-level planning, organizing and staffing. May coordinate plans directly or through subordinates</p>
Strategic Development/Project Management	<p>Develop strategies to ensure support of the campus or agencies response to service request from campus or agency</p> <p>Serves as manager for numerous complex functional areas</p> <p>Develops and manages on going upgrades in knowledge and support of changing technical knowledge</p>	<p>Ability to evaluate and modify department services to provide enhanced quality</p> <p>Ability to ensure continuity in execution of assigned mission</p> <p>Ability to manage large scale or multiple projects</p>
Customer Service	<p>Designs response time dictated by types of IT problems and incorporates into escalation schedules.</p> <p>Reviews resolved customer complaints and identifies ways to mitigate future occurrence of issue</p>	<p>Ability to establish and maintain work relationships and seek feedback from customers and service recipients to improve quality and design ways to exceed expectations</p> <p>Ability to establish proactive relationships with customers</p> <p>Ability to mentor peers to guarantee customer satisfaction</p>
Human Resources Function	<p>Plans, reviews and analyzes staffing requirement of service areas to meet service demands</p> <p>Manages the ongoing development of the knowledge base to support the quality and responsive customer service.</p> <p>Creates opportunities for staff and student development to meet the increasing and changing skill needs</p> <p>Use tools like the Knowledge Base to provide consistent quality services and balances staffing for recurring Tier 1 incidents</p>	<p>Ability to coach, evaluate and review performance and managing a total skillset of the unit.</p> <p>Ability to identify and seek resources and opportunities for employee growth and training</p>

INFORMATION TECHNOLOGY MANGER -TECHNOLOGY SUPPORT (12201)(30005020)

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Associate Degree in Computer Information Technology, Computer Technology, Computer Information Systems, Integration, Networking Technology, or related area and five year of progressive experience in the information technology field including at least two years of experience in the area of Technology Support related work or,
- Bachelor's degree from an appropriately accredited institution and five years of experience in the information technology field including at least two years of experience in the Technology Support related to work or,
- Bachelor's degree in computer science, computer engineering, math or engineering or related technical degree from an appropriately accredited institution and four years of progressive experience in the information technology field including at least two years of experience in Technology Support related work; or an equivalent combination of education and experience.
- Advance level requires an additional one year of education or experience.

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.