

Job Description

Position Title: Director of User Support

Job Family: Information Technology

Job Level: Director

FLSA Status: Exempt

Salary Grade: 10

Position Summary:

The Director of Support provides strategic leadership and oversight of the College's IT user support functions across campuses and learning centers. This position is responsible for directing the planning, delivery, and continuous improvement of user support services to ensure reliable, consistent, and effective access to user-facing technology for students and employees. The Director establishes service delivery standards, performance expectations, and operational frameworks that support efficient and consistent IT support services. As a member of the IT leadership team, this role contributes to the development and execution of college-wide IT strategy and ensures alignment of user support services with institutional priorities.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Directs the activities of IT staff and supervisors and managers responsible for the operations of the User Support unit, including planning, implementing, administering, and evaluating technical support services and projects impacting user-facing technology across the College.
2. Provides strategic leadership for IT user support services, establishing service delivery models, priorities, and operational direction to ensure effective and consistent technical support across campuses and locations.
3. Participates as a member of the IT leadership team, contributing to the development and execution of college-wide IT strategy, policies, and initiatives related to user support services.
4. Oversees supervisors and managers, including setting priorities, aligning resources, conducting performance evaluations, ensuring staff development, and making hiring, termination, and disciplinary recommendations.
5. Establishes, monitors, evaluates, and improves processes, procedures, and service delivery standards to ensure alignment with the College's mission, IT goals, and best practices in technology support services.
6. Monitors and manages financial resources for IT user support, including aligning expenditures with operational priorities and approved budgets.
7. Provides guidance and consultation to College leadership, departments, and external partners regarding IT user support services, service delivery, and technology-related operational needs.
8. Establishes and monitors service performance metrics, including service levels and response times, and implements improvements to ensure reliable, timely, and effective delivery of IT user support services.

9. Directs and oversees the collection and analysis of technical and service-related data within IT user support, and the preparation of reports, communications, and recommendations that inform decision-making related to employees, programs, and service providers or vendors.
10. Identifies risks, service gaps, and operational challenges within IT user support services and implements strategies to improve service reliability, accessibility, and consistency across all campuses.
11. Provides strategic oversight of a multi-tiered IT user support structure, ensuring alignment and consistency of technical support services across all support levels and locations.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable hardware, software, and peripheral equipment relevant to the assignment.
2. Knowledge of business management and fiscal practices
3. Knowledge of internal and external customer service principles and practices
4. Knowledge of administrative procedures and practices
5. Skill in budget/resource management
6. Skill in coordinating and monitoring the work of others
7. Skill in people leadership and supervision
8. Skill in organization, coordination, and management
9. Skill in analyzing data and drawing conclusions
10. Skill in project management principles, processes, and techniques
11. Skill in effective communication (both written and oral)
12. Skill in independent decision making
13. Skill in problem solving
14. Skill in program development and process improvement
15. Skill in positive, productive, and flexible customer service
16. Ability to adapt and maintain professional composure in emergent and crisis situations
17. Ability to develop and maintain effective and positive working relationships
18. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
19. Ability to adapt to a rapidly changing technical environment
20. Ability to apply analytical and critical thinking skills with the ability to draw conclusions and prepare accurate reports of results.

Supervision:

- Supervises work of other supervisors/managers, including planning, assigning, scheduling, and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training, and developing, reviewing performance, and administering corrective action for staff. Plans organizational structure and job content.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.
- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Information Technology or a closely related field of study required.
- Master's degree in Computer Science or a closely related field of study preferred.
- Five (5) to eight (8) years of related IT support experience required.
- Eight plus (8+) years of related experience preferred.
- Three (3) plus years of supervisory experience.

OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- On-call rotation duties