



DATE ISSUED: 05/06

FLSA: Exempt

PTO: VCS

JOB DESCRIPTION

TITLE

Director, Technical Support Services

JOB SUMMARY

Provides management of technicians for the direct support of faculty, staff and students of Texas Woman's University. Responsible for multiple, large and complex project-based work efforts. Manages the start-up, execution and closure of each project. Meets with customers to determine business needs, then measures and documents success in achieving the goals. Defines the interrelated series of tasks, across all assigned projects, which must be performed for the successful completion of all objectives. Utilizes a proven methodology to plan, direct, monitor, adjust and control interrelated projects. Resolves issues of scope, resource availability, resource expertise, budget constraints and deadlines. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Vice President, Information Technology Services

Supervises: Support Specialists, Technical Support Analysts and Systems Engineers

PRIMARY DUTIES - *May include, but not limited to the following:*

Coordinates and ensures university-wide multi-user computing systems are well managed/administered to provide required services to students, faculty and staff.

Coordinates and ensures that quality customer service in the technical support area is provided.

Conducts studies of projected enhancements in hardware and software, and proposes recommendations to VP.

Develops, prepares and recommends budget for purchasing, upgrading and maintaining multi-user computer systems, system personnel salary equity adjustment and/or merit raise and professional on the job training.

Provides leadership in development, testing and support of the institutional risk management program for business continuity, security and disaster recovery.

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Creates strategic planning items for information resource management.
Approves the development and implementation of major project timelines
Provides consultation with administrative and academic departments on the purchase of technology equipment and services.
Consults and assists other teams on projects and integration issues within Information Technology Services.
Serves as a liaison between the university and regulatory and governmental agencies, regional operation companies, regulated service providers, vendors and telecommunications organizations.
May be required to work a flexible schedule, including nights, weekends and holidays.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

Bachelor's degree required. Technology and network systems certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Nine years job related work in computing and/or communications, education environment highly preferred.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge

Software life cycle activities
Working knowledge of office practices and methods
Basic business principles and business and industry-specific terminology
Business case analysis
Costing, budgeting, risk and financial analysis
Quality assurance concepts and procedures

Skills Required

Conflict Resolution
Financial Analysis

Leadership

Managing without Authority

Mentoring

Preparing and administering performance reviews

Project management software tools (e.g., Microsoft Project)

Risk analysis

Supervision

Bus and bus configuration

Central Processing Unit (CPU)

DVD, CD-ROM, hard and floppy disk drives

Monitor and graphics memory

Motherboard

Mouse and keyboard

Operating systems (e.g., Mac and Windows)

RAM/ROM

Account management

Configuration modification, backup, restore and location (e.g. registry, INI files)

Directory, file structures and systems

Input and output

Installation of applications

Operating system administration (e.g., monitoring, process control, threads, upgrades and patching)

OS compatibility and interoperability

Procedures for starting and stopping services

Read and write permissions

Supervision

Ability to

Plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.

Establish and maintain effective work relationships with students, faculty, staff, and the public.

Provide administrative guidance within area of responsibility, providing direct training and supervision as needed.

Apply budgetary and fiscal planning techniques within financial constraints.

Organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Communicate effectively -orally, by phone, in person, and in writing.

Operate a personal computer and other office equipment.

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. Reasonable

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accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

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Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.