



DATE ISSUED: 03/07
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Desktop Support

JOB SUMMARY

Establishes, prioritizes, and supervises varied tasks relating to Desktop Support, via phone, remote computer access and in person. Coordinates all installations and fixes for desktop computers including Computer Labs, Computer Classrooms, Academic, and Administrative systems. Responsible for the Setup, Maintenance, and on-going administration of various Mission Critical Servers. Work is performed under the supervision of the Director, Technical Support Services and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Technical Support Services

Supervises: Supervisory responsibilities as assigned

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

Responsible for the management, operation, and administration of all Desktop Support file and application servers.

Analyzes and develops, information technology infrastructure systems and sub systems.

Ensures that an advanced level of expertise and technical support are provided to the entire University on information technology systems and services.

Assists campus users in assessing the technical requirements that meet the needs of their operation.

Approves new and established procedures for preventative and remedial maintenance of systems.

Coordinates and ensures that quality customer service is provided to Staff, Faculty, and Students of the University.

Assists with evaluating and recommending of hardware and software upgrades and software packages.

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Works with vendor personnel to identify and solve all vendor hardware and software problems. 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

May serve as a liaison between the university and regulatory and governmental agencies, regional operation companies, regulated service providers, vendors and telecommunications organizations.
Performs other duties as requested.

EDUCATION

Bachelor's degree or equivalent work experience 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

Five years job-related work experience required.

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

Knowledge

Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline.

Requires in-depth analysis to interpret and evaluate obscure/vague information in the development of new solutions for complex technical and/or managerial problems.

The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.

Requires the examination analysis of technology systems.

Quality assurance concepts and procedures.

Business principles and business and industry-specific terminology.

Skills Required

Conflict Resolution

Managing without Authority

Mentoring

Central Processing Unit (CPU)

Monitor and graphics memory

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

Highly Preferred

Leadership

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

Risk analysis

Ability to

Operate on independent judgment based on an understanding of organizational policies and activities.

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

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

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

Represent the department and University in a friendly, courteous, and professional manner.

Use 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 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. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25+ pounds.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors and in an office setting. The noise level is usually low to moderate.

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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 day of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to the Management and 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 the 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.

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.