



**DATE ISSUED:** 07/06  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Supervisor, Help Desk and User Outreach Services

### **JOB SUMMARY**

Has a leadership role in support of development, implementation, and maintenance of resources specifically used for Help Desk, computer labs, classroom instructional technology, and telephone console operations and Information Services technical functions. Performs highly responsible work coordinating the operations of Help Desk and User Outreach Services. Has management level responsibility for the supervision of staff, delivery of services and solutions for users. Provides highly responsible direct support to end users of technology systems and services primarily through telephone and email communication. Actively works to trouble shoot problems related to desktop hardware and software; directs users to appropriate information services staff for support, development and training; and communicates end user issues and concerns to the Information Services management team. Provides technical assistance to other Information Services staff in the support of inter-networking systems, provides extensive specialized training and may serve as a project manager and team leader. Responsible for development, implementation, and management of end-user support initiatives relevant to unit goals. Work is performed under the supervision of the Director of Instructional Operations 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, Instructional Operations

**Supervises:** May supervise Student Assistants, temporary and permanent staff

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

Maintains responsible use of hardware, software, peripheral equipment, tools and test equipment.  
Installs, services and supports Help Desk desktop and other technical equipment/systems.

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User Outreach Services  
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Provides end user support for standardized software installation, including training, troubleshooting and problem resolution.  
Assists other members and functions of the Information Services department as required.  
May serve as a liaison between Information Services and end users and vendors.  
Maintains procedures and policies to ensure the security and integrity of systems/networks.  
Assists in the implementation of institutionally appropriate and effective disaster recovery plans.  
May be required to work a flexible schedule, including nights, weekends and holidays.  
Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.  
Serves as a team leader for Help Desk, user outreach services, classroom instructional technology support, and initiatives including planning, development, and implementation.  
Oversees, supervises, and manages staff resources, and user services and functions provided  
Monitors the daily flow of work and daily production of support staff.  
Assists end users in general and classroom computer labs, video conference facilities, technology classrooms, and campus events requiring technology support.

### ***ADDITIONAL DUTIES***

Participates in University or community related service that does not directly impact institutional goals or initiatives.  
Performs other duties as requested.

### ***EDUCATION***

Bachelor's degree or advanced military training with additional technology and network systems certification required.

### ***EXPERIENCE***

Five years experience in Information Technology systems with customer service emphasis in instructional technologies. An equivalent combination of experience, education, or training may substitute for any of the education/experience requirements. Previous supervisory experience, Help Desk, field support, or telephone support experience in a higher education setting preferred.

### ***REQUIREMENT***

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

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

Knowledge of modern computing, networking and communications systems.  
Positive track record of successful communication and problem-solving skills.  
Committed to providing quality customer service.  
Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.  
Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.  
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.  
Ability to communicate effectively - orally, by phone, in person, and in writing.  
Ability to 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 50+ 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 primarily indoors. The noise level is usually low to moderate.

***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.

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*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.***