UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Associate Director, MTS/End User Services & Student Employee Development

DIVISION: Academic Affairs (ITS)

REPORTS TO: Director, Media & Technology Services

GRADE: 16

SUPERVISES: Professional and technical support staff

BASIC FUNCTION:

Direct all activities for customer-facing support services associated with information technology and instructional technology support, serving in the role of an advocate for the University community for information technology issues. Coordinate student worker integration and training across ITS groups. Document and track student performance in customer support and technical skill areas. Oversee the primary ITS end user contact points for Information Technology Services, including Helpdesk, Desktop Services and Classroom Media Assistance, as well as telephone operators. Provide direction and planning of efforts to increase customer satisfaction and operational efficiency. Work in conjunction with other departments to ensure work order and trouble tickets are resolved in a timely and professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Direct the day-to-day activities for the University helpdesk, desktop support, and classroom media assistance, including phone, walk-in, on-line, chat and dispatched support for ITS customers. Support applications include e-mail, calendaring, password resets, Internet/intranet access, miscellaneous PC & Mac applications, statistical software office applications, remote and mobile access to the network and more.

Conduct periodic meetings with ITS managers and other IT staff throughout the University to ensure that Media & Technology Services is prepared for application, system, network or other changes or implementations that would otherwise impact End User Services’ ability to serve its customers.

Evaluate and select tools to facilitate serving customer base. Provide input and make recommendations on issues that have an impact on supporting the University’s computer and network users. Manage a knowledge base to be used to expedite the assistance of clients in the use of hardware used for self help applications.
Develop and maintain strong relationships with student, faculty and administrative customer base by offering services that improve their productivity.

OTHER DUTIES AND RESPONSIBILITIES:

Responsible for coordinating expanded support activities during fall semester move-in.

Develop, monitor and log metrics related to the University’s Contact Center (Helpdesk) performance.

Other duties and responsibilities as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Must be proficient in the use of personal computers, including software applications such as spreadsheets, word processors, presentation software, etc.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Required: Bachelor’s degree; a minimum of five years of experience working in information technology in a support role, three years of experience as an information technology manager, with at least two years of experience working with trouble ticket systems; two years of hands-on experience supporting faculty with classroom media; excellent communications skills with the ability to communicate technical information to non-technical people; strong leadership skills and extensive experience training student employees. Preferred: Master’s degree; experience with Remedy and working in a call center environment; experience creating and administering employee development programs.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.