Job Code: ..…… 101377
Position #: (PSA) (E)
Developed by: …..… KK
Reviewed by:… LK, DLJ
Approved by: …..….. LK
Date: …….......... 07/19

University of Rhode Island
Position Description

TITLE: Manager, Tier 2 support

DIVISION: Academic Affairs / Administration and Finance (Technology)

REPORT TO: Director, Community Services

GRADE: 15

SUPERVISES: Technical staff

BASIC FUNCTION

Lead a mixed team of IT support professionals and student employees delivering tier 2, IT service desk support for the University. Manage desktop support for all faculty, staff and lab environments at the University, delivering continued secure, updated and available endpoints. Oversee and manage server, desktop and mobile applications deployed as part of the Community Services mission, including but not limited to VoIP, GSuite, O365, Pay-for-print, WebEx and similar application stacks. Effectively deliver and support desktop support software services such as SCCM. Work collaboratively with the Manager of Tier 1 support to ensure proper tracking and fulfillment of all service requests.

Instill and support a culture of responsive and effective customer service. Train all employees in all aspects of customer interactions, including in-person, telephone and online interactions. Build an organization devoted to client success across the University based on our core principles of inclusivity and respect.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for continuous skill development of the team, mapping skills gaps to training opportunities and recommending priorities to ITS leadership.

Ensure that the staff work tasks are appropriately sequenced and prioritized to achieve the goals of the team, ITS, external constituents and the University.

Responsible for tracking staff performance and ensuring that all work assignments are appropriately recorded. Effectively report staff time allocations and future availability for projects.

Work collaboratively and constructively with managers and leadership to advance the technical and strategic goals of the University.

Effectively collaborate with distributed IT staff to support their goals and objectives within the larger IT framework.

Serve as a primary technical advisor for ITS leadership, evaluating technical options in terms of feature sets, automation opportunities, costs and risks.

Gather user community input, formulate cohesive plans to address issues and concerns and bring those to IT leadership.

Maintain a deep knowledge of current trends and advances in both endpoint support and community services applications. Bring best practice approaches to the University.

Maintain knowledge of both current end-point deployment across the University and formulate plans and collaborative relationships to ensure continued access and availability of end-point computing for all segments of the community.

Work with distributed IT staff to ensure effective support for all faculty and staff at the University.

Plan, execute and operate service improvement projects utilizing cross-functional teams of IT professionals.

OTHER DUTIES AND RESPONSIBILITIES

Effectively mentor technical teams with membership both inside and outside tier 2 support.

Continuously monitor and propose applications of new IT approaches, methods and tools that may be applicable to tier 2 support.

LICENSES, TOOLS AND EQUIPMENT

Desktop software and work management tools, computer workstation uses and Information Technology terminology and service delivery practices. Within six months of appointment, must become adept at project management and general ITSM tools in current use and guide staff in use of these tools.

ENVIRONMENTAL CONDITIONS

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS

REQUIRED: Bachelor's degree; Demonstrated experience leading product implementation or development teams with substantial client participation; Demonstrated track record of direct supervision of students or other staff; Demonstrated commitment to staff's development as IT professionals; Demonstrated track record of positive client feedback; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills; Demonstrated technical problem-solving and customer service skills; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree; Demonstrated evidence of participation in post-degree management and leadership development opportunities; and, Demonstrated higher education experience in a management position.

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