



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Director IT Customer Support & Quality Assurance
POSITION NO.	501326
LOCATION	Warwick Campus
REPORTS TO	CIO
GRADE/CBA #	BOE 16
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Professional and management staff
LIMITATION (if applicable)	
REVISION DATE	July 2023

JOB SUMMARY:

Lead a customer service focused team providing end-user support across the College.

DUTIES AND RESPONSIBILITIES:

- Provide strategic leadership, planning and vision for the college's customer/end-user support functions that include the Help Desk, User Support and inventory management.
- Provide leadership for the Help Desk, Desktop Services, and Classroom Support areas.
- Partner with appropriate college academic departments, administrative departments, college leadership, students, IT management team, strategic vendors and other off-campus organizations to define and establish goals, priorities and operational and strategic plans for providing support that meets the college's current and future needs. Oversee the onsite and remote installation, maintenance, and operation of all public computing facilities and labs.
- Develop and manage a Total Cost of Ownership (TCO) program for planning and evaluating customer/end-user technology, asset acquisition and technology retirement.
- Oversee the management and operation of Information Technology customer/end-user support systems.
- Coordinate the development and review of Service Level Agreements (SLAs) with other Information Technology functional areas and key customer groups to establish realistic expectations; and continually increase customer satisfaction within budget and other college constraints.
- Develop and administer an IT quality monitoring and improvement function that identifies, collects, analyzes, measures and reports IT service delivery data against published service level agreements.
- Implement innovative staffing, scheduling and self-service models to provide superior customer support coverage within budget constraints.
- Oversee the evaluation, purchase, maintenance, support and inventory management of college owned and supported end-user software and hardware.
- Act as a change agent to introduce new technologies utilizing creative and organized approaches.
- Participate in college committees and working groups to promote best practice use of information technology in administration and instruction.
- Collaborate with other IT groups to ensure high quality service and successful project implementations.
- Respond to technical emergencies outside of normal working hours as needed.
- Recommend applications, equipment, support strategies, and training programs.
- Stays current with customer/end-user technology, applications, and administrative and academic trends in higher education technology.
- Other related duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree preferably in Computer Science, Business or a related field with five years of related experience
- Experienced and innovative customer service focused technology manager with a demonstrated record of leadership, problem solving, staff development and knowledge of project management methodologies
- Knowledge and experience developing and deploying IT service management tools, service level agreements and best practices to align IT services with business needs
- Knowledge and experience evaluating, deploying and managing Help Desk systems that support ticket management, self-service/automation and reporting/optimization
- Knowledge and experience managing remote desktop management tools and technology to remotely support customer/end-user technology, schedule software distribution, patch management and hardware/software inventory management
- Demonstrated experience in the development of technical documentation, support web sites, and technology training programs is required
- Knowledge of teaching techniques and the use of technology in higher education instruction is required
- Ability to work collaboratively across the college and effectively communicate verbally and in writing to technical and non-technical audiences
- Ability to monitor and report service level compliance and promote quality achievement and performance improvement across the department
- Excellent analytical, organizational and communication skills
- Excellent supervisory skills and the ability to work collaboratively within a team

PREFERRED QUALIFICATIONS:

- Master's degree preferably in Computer Science, Business or a related field with three years of related experience
- Experience teaching at the college level

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.