University of Houston – Clear Lake
Position Description

Job Title: **Assistant Director, Technical Services**

Job Code: **3907**   Pay Grade: **005**   FSLA: **EX**

Location: **UHCL**   Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree in Computer Science, Instructional Technology or related field or an equivalent combination of education and experience.	Master's degree in Computer Science, Instructional technology or related field.
Experience	Three years work experience in related field with certifications from hardware/peripheral vendors such as IBM, HP and Apple. Three years successful experience as a supervisor in a desktop/networked environment.	Five years work experience in related field. Five years successful experience as a supervisor in a desktop/networked environment in a higher education setting.
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

The Assistant Director, Technical Services will be responsible for providing scheduling, support and guidance to the University Computer Technicians, Distance Education Computer Coordinator, University Computer Coordinators and University Power Users. This position must be able to perform the following tasks in order to maintain the expertise needed to support the University. Excellent working knowledge PC/Mac software, operating systems, utility and hardware installations. A working knowledge of PC/Mac, software, operating system and hardware for the purpose of diagnoses of problems and problem resolution. To Provide training for PC/Mac software, operating systems, utilities and hardware. Must have a working knowledge in a wide range of peripherals such as scanners, printers, and disk drives. Other areas of supervision include the training of personnel. The Assistant Director is responsible for ensuring work schedules are adjusted for meeting production deadlines and ensuring that the necessary files and reports are delivered in a timely manner and emergencies are met. The Assistant Director must have a good working knowledge on the NCS scanner. He/she must have a good working knowledge of network protocols the University utilizes and the networking hardware, such as HUBS and other networking equipment and cables. The Assistant Director is responsible for maintaining parts and supplies inventories and performs other necessary paperwork such as inter-departmental transfers and staff performance reviews. The Assistant Director must participate in University Computing and Telecommunications task forces and university committees. The position will be working with vendors to negotiate and secure prices, specifications for equipment and problem resolution. The Assistant Director must have excellent oral and written English communications skills facilitating communications with students, faculty and staff.

Duties and responsibilities	% Time
Develop and maintain daily work schedules to ensure that all tasks are being performed properly on each shift. Monitor the work of the Computer Coordinators and Technicians to ensure that quality work is being performed. Responsible for interfacing with schools/departments Business Coordinators to make daily job assignments and ensuring that emergencies are resolved in a timely manner. Responsible for overseeing completion and closing of work requests in a timely manner and ensure that folders are kept completed properly and that UCTs polices and procedures are	60

being followed. On an annual basis work with the Director, Technical Services, and evaluate all polices and procedures to ensure Technical Services is providing products and services that the University will choose to use. Responsible for communicating all changes and/or information affecting services provided Technical Service. Work with other University Departments in the coordination of office moves or construction. Maintain inventory of departmental software and supervise the daily checking in and out of software by UCT staff. Ensure that the appropriate paperwork, databases and spreadsheets are maintained to ensure correct record keeping for university equipment and parts inventory. Maintain records of supported software and hardware installations and supplies that are transferred or utilized. Work with schools/departments to resolve any equipment inventory problems. Develop and monitor timelines for the delivery of new equipment and major software upgrades or changes and ensure that the schedules are being met. Provide the daily oversite of the installation of required virus and backup software on the desktop systems. Supervise the imaging server and the generation of images for desktop systems and software. Continue to improve working knowledge of the operating environments for PC/Macs and their peripherals, utilized by the University, to provide guidance for installation, troubleshooting and repair of software and hardware to the university Computer Coordinators and Technicians. Staff scheduling for sound events and verify that customers needs are met. Verify that system backups schedules are met and appropriate records are kept of tapes stored offsite. Supervise Telecom Technician and Telephone Operator if Telecom Supervisors is not available. Help these areas in developing and maintain documentation. Interface with UCT Infrastructure group to provide frontline troubleshooting problems resolution and support to network and server related issues. Work with Infrastructure group in working with network print queues and DNS. Monitor Tech Services security surveillance cameras and ensure tapes are changed regularly. Ensure that Technical Services has appropriate supplies to perform day-to-day office work.	
Interface with desktop vendors for the purpose of pricing, troubleshooting and problem resolution. Place orders in a timely manner to ensure materials are on hand to meet production needs. Ensure that purchases will meet the University standards and compatible with current operating systems. Receive, verify all university hardware and software and responsible for tagging items that require tags. Must be able to interact with students, faculty and staff regarding computing needs, troubleshooting, problem resolution and training needs. Assist in the identification and selection of purchasing new state-of-the-art equipment and software by collaborating with vendors, users and management. Determine appropriate manuals to place on a university-circulated list, to assist users in the utilization of software packages.	20
Supervise and train new Computer Coordinator and Technicians; provide continuing training to all technical support personnel on changes or additions to desktop software, utilities, operating systems and hardware. Help maintain all the documentation needed to perform technical Services production tasks. Perform the development of training material for the University for desktop.	10
Assists the Director, Technical Services by assessing and reporting the quality of work performed by Computer Coordinators and Computer Technicians. Perform annual reviews of the Computer Coordinators and Technicians. Collaborate with schools and departments for input to the Computer Coordinators performance reviews. Participate in committees and task forces as deemed necessary by the Director of Technical Services. Maintain the technical documentation on the Technical Services web page and work with web support staff to ensure that the Technical Services website is kept up to date.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.