

University of Houston – Clear Lake

Position Description

Job Title: **Associate Director, Support Center**

Job Code: **3905**

Pay Grade: **006**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree in Business Administration, Computer Science or related field, or an equivalent combination of education and experience.	Bachelor's degree in either Business Administration or Computer Science.
Experience	Four years supervisory experience or prior work experience in a university or corporate Help Desk/User Support Center supporting end users with computer software, hardware, and network issues. Proven experience with establishing best practices for customer service delivery, customer service metrics, and management reporting.	Five years supervisory experience or prior work experience in a university or corporate Help Desk/User Support Center supporting end users with computer software, hardware, and network issues. Responsibility for maintaining an electronic enterprise electronic support center ticketing application. Responsibility for the development of end user training material and training delivery. Responsibility for development and coordination of corporate or campus communications regarding information technology services status.
License/Certification		

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

POSITION SUMMARY

This position manages the day-to-day operations of the UCT Support Center. The position coordinates the Support Center Supervisors, Support Center Coordinators, media technicians, and other UCT personnel to ensure that university faculty, staff, and students receive timely assistance and information. The Associate Director, Support Center evaluates customer and university support services needs and determine how the electronic ticketing system can be configured to facilitate and monitor service delivery. The position also evaluates and implements service metrics to ensure that service goals are being met. In addition, Associate Director, Support Center evaluates user needs for new services and develops training plans to ensure that the Support Center staff are properly trained to deliver support to the user community. The position works with the Support Center staff to develop required support material and user training classes. The Associate Director, Support Center works with other university support groups to develop communication plans for campus-wide information dissemination of UCT IT resource availability.

Duties and responsibilities

% Time

Ensure that user calls are being completed in an efficient and prompt manner.	20
Evaluates user needs and plans rollout of new Support Center staff training.	15
Works closely with UCT department managers and supervisors to determine and evaluate knowledge needs of Support Center staff.	15

Devises and collects information for assessment, report writing, user surveys to determine user satisfaction and need for new services.	15
Plans the coordination with other university departments to ensure that campus users are kept appraised of UCT IT resource availability. Ensure effective communication regarding shift transition with other department supervisors. Develops reporting and information requirements for shift turnover and prioritization of outstanding work. Analyze changes in user and service provider needs and configures the electronic ticketing system to meet the needs. Develops metrics and monitoring processes to ensure that service delivery goals are met.	15
Ensure the Support Center is properly staffed during operational hours.	10
Plans the development of user support material.	10

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