

University of Houston – Clear Lake

Position Description

Job Title: **Director, Technical Services**

Job Code: **3906**

Pay Grade: **008**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Progress toward a Bachelor's degree in Computer Science, Engineering or Information Systems.	Bachelor's degree in Computer Science, Engineering or Information Systems.
Experience	Four years of hands-on, comprehensive experience in management of Computer Operations function with UNIX, HP3000/58 or VAX using VMS Operating System. Networking experience with Ethernet or other networking software. Telecommunications experience should include Siemens CBX Phonemail and call processing. Managerial experience handling schedules, reviews, hiring of a staff of ten or more people.	Five years of required experience, plus experience in BAX VMS Operating System.
License/Certification		

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

POSITION SUMMARY

The position is responsible for the management of the Telecommunications, Audio Visual, Help Desk and Technical Services units of UCT. This position will make technical contributions to the Audio Visual, Help Desk, Operations, Telecommunications and Technical Services functions while interfacing directly with the Administrative and Academic community to ensure their technical requirements are met. Supervise Technical Services, Audio Visual and Help Desk; set production schedules for equipment repairs and installation and telecommunications work.

Duties and responsibilities	% Time
Managerial duties such as hiring, training, managing development and evaluation of Audio Visual, Help Desk, Technical Services and Telecommunications personnel. Perform unit planning, component analysis, budget presentations, policy development and implementation. Chair or provide input, to UCT project teams or university committees, as assigned.	15
Create and assess Audio Visual, Help Desk, Telecommunications and Technical Services budgets for hourly employees, computer supplies, PC repairs and parts. Ensure budget stays with constraints. Utilize funds in a manner which the University's needs are met throughout the fiscal year. Oversee the schedules for the installation and moves of audio visual, network and telephone connections. Maintain a working inventory levels of parts, tools, cable and end fittings. Ensure the communications network, PC's and printers are maintained in all University labs and classrooms. Assist in the determination of the University's future audio visual, networking and equipment needs..	20
Assist the Supervisors of the Help Desk, Telecommunications, Audio Visual and Technical Services	15

to developing schedules for equipment delivery, ordering, software additions and upgrades. Assist in the development of training schedules for Part-time student workers, Supervisors, Computer Coordinators and Technicians and Help Desk staff.	
Ensure that the main computer room equipment, software and personnel are safe and secure. Establish a schedule for backing up University mainframes, servers and scanners. Maintain a system of "off-site" backup tape storage and ensure that the tape rotation is maintained. Develop and maintain new and existing documentation for University mainframes, servers, desktop units, Siemens switch, phonemail and call accounts software, sound system and Audiovisual. Develop and maintain policies and procedures for users and Technical Services.	15
Work with all managers of UCT to ensure that their operational needs are being met. Support software development and support environment within UCT. Interface with hardware, software and telecommunications vendors to ensure that the computing and telephone systems are up to date and that the University is using the best technology to accomplish their task. Interface with suppliers of PC parts and repair services to locate the best price for the best parts and service relationship.	15
Report the status of ongoing and planned projects to the Executive Director and designated committees, CSAC and LRC. Assist in the development of the comprehensive two-year plan. Liason between UCT management and user departments needs in the areas of computing, telecommunications, PC hardware and software back to UCT. Provide classroom presentations for instructors, students and staff pertaining to topics in telecommunications, PCs, PC based software and mainframe topics.	10
Assist in maintaining a current inventory levels of desktop equipment, software, printers and peripherals. Coordinate any inventory and installations of new equipment with appropriate areas. Faciliate removal of capital equipment from inventory, ensuring information is communicated to appropriate areas. Oversee and provide backup for: maintaining Siemens CBX call processor and phonemail database,traffic and switching reports,Repairs to phone sets and lines, maintaining communication equipment inventory, transfer of daily data for reporting purposes, distribution of reports. Manage call accounting software.	10

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