

# University of Houston – Clear Lake

## Position Description

Job Title: **Supervisor, Support Center**

Job Code: **3913**

Pay Grade: **004**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Associates degree in Business Administration, Computer Science or related field.	Bachelor's degree in either Business Administration or Computer Science
Experience	One year 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.	Three 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 the development of end user training material and training delivery.
License/Certification		MSCE, Microsoft MOUSE

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

### POSITION SUMMARY

This position supervises the day-to-day operations of the UCT Support Center. The position coordinates the Support Center staff and other UCT personnel to ensure that university faculty, staff, and students receive timely assistance and information regarding supported software, servers, related information technology processes. The Support Center Supervisor works closely with the end user community and with the other UCT departments to assess needs for information, training, and new services related to university computing. The position works closely with the various UCT departments to ensure that initial training material, communication documentation, and rollout plans are developed for new services provided by the UCT components. The position assists with the identification, planning, and development of training programs, end user documentation, and information publications to ensure that the Service Information Center staff is prepared to handle the information needs of the university user community. The position assists with the hiring and scheduling of Support Center Consultants and student workers. The position acts as an advocate for new UCT initiatives.

Duties and responsibilities

% Time

Supervises the Support Center day-to-day operations to include assisting users with problem resolutions and scheduling of Support Center Staff.	30
Coordinating interdepartmental personnel to ensure that service calls are triaged and dispatched to the appropriate area effectively and efficiently. Ensure effective communication regarding shift transition with other department supervisors. Develops reporting and information requirements for shift turnover and prioritization of outstanding work.	15
Works closely with UCT department managers and supervisors to determine and evaluate knowledge needs of Support Center staff. Coordinates internal training activities to ensure that Support Center staff have the necessary knowledge and skills to support UCT services.	15
Develops training programs and information publications. Coordinates with other UHCL departments	15

to schedule training and joint training sessions.	
Determines the need and requirements for information dissemination (UCT News, website, end user documentation, various other publications).	15
Devises and collects information for assessment, report writing, user surveys to determine user satisfaction and need for new services.	10

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