University of Houston Clear Lake

Associate Director, Technical Services
Job Description

JOB INFORMATION

Effective Date	10/20/2021
Job Code:	3906
Job Title:	Associate Director, Technical Services
Salary Grade/Structure:	007 - Computing
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	The position if 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.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree	Progress toward a Bachelors degree in Computer Science, Engineering or Information Systems	Required	
Bachelor's Degree	in Computer Science, Engineering or Information Systems	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Some	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	Required	
Considerable	years of required experience, plus experience in BAX VMS Operating System	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency

JOB RESPONSIBIILTIES

Campus Security Authority   ☐

Remote Work Capable   ☐

Essential Functions

Essential Function	% 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%
• 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	10%
• 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%
• 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.	10%
• 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.	10%
• Assist the Supervisors of the Help Desk, Telecommunications, Audio Visual and Technical Services 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.	15%
• 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.	5%
• 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. Liaison between UCT management and user departments needs in the areas of computing, telecommunications, PC hardware and software back to UCT.	5%
• Provide classroom presentations for instructors, students and staff pertaining to topics in telecommunications, PCs, PC based software and mainframe topics.	5%
• 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. Facilitate removal of capital equipment from inventory, ensuring information is communicated to appropriate areas.	5%
• Oversee and provide backup for: Maintaining Siemens CBX call processor and phonemail database, Traffic and switching reports, Repairs to phone sets and lines,	5%

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Essential Functions

Essential Function	% TIME
Maintaining communication equipment inventory, Transfer of daily data for reporting purposes, Distribution of reports. Manage call accounting software	

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					

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Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Travel Requirements

Estimated Amount	Brief Description

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