

Position: Director of IT Support Services

Department: Information Technology

Reports to: Chief Information Officer

Job Summary: Responsible for supporting all end-user hardware and software needs for approximately 2,700 students, 500 faculty, staff and administrative employees, and other members of the College community. In coordination with other Directors of the College's Office of Information Technology ("IT"), develops, implements and maintains technology solutions consistent with the capabilities of the College's IT network and campus technology, which includes, but is not limited to, pedagogical technology, science and other medical simulation laboratories, video conferencing platforms, HD television studio, performance studios and other meeting spaces of the College.

Duties and Responsibilities:

- Manages the budgeting, procurement, payment, installation, maintenance and upgrading and/or replacement of the College's workstations, application software, Smartboards, interactive displays, printers and other user peripherals.
- Coordinates technology assessment, planning, acquisition, installation and associated training with other departments of the College and outside vendors for capital renovations and/or for new construction and facilities.
- Oversees the management of the College's service desk and related infrastructure; expertly utilizes the College's Footprints system to ensure timely remediation of end-user problems; dispatches IT staff and/or vendor maintenance personnel to resolve user issues.
- In coordination with other offices of the College, manages support coverage and scheduling of spaces, including but not limited to, the technology labs, television studio and classrooms, including day, evening and weekend class and/or events schedules.
- Manages the hiring, training, mentoring and scheduling of full and part-time Support Services staff.
- Acts as the back up to the College's system administrators for service desk support applications, such as, Footprints, SQL, Ghost, and Windows servers, that support licensing and other operational needs.
- Ensures proper process is followed to create user account information and ensure delivery of user credentials to the College's Datatel and LAN administrators in order to establish new users' access to the College's technology and services.
- Acts as project manager for capital projects within the IT Support Services project portfolio.
- Maintains a software license database listing of all the College's software licenses to ensure that only appropriately licensed software is loaded on the College's computers.

- Administers and maintains vendor accounts for tracking software licenses for all new and existing devices.
- Ensures the maintenance and renewal of all IT Support Services hardware and software agreements.
- Ensures the College's legal compliance with all software licensing agreements regarding number of licenses procured, as well as appropriate use and deployment of licenses. This includes, but is not limited to, the maintenance of vendor accounts for hardware and software acquisition and assignments.
- Responsible for overseeing the inventory of all technology related equipment and determines the equipment lifecycle from procurement to disposal.
- Available to work on an on-call basis as needed to ensure availability of technology and appropriate staffing and/or vendor support to the College at all times.
- Performs other duties as assigned by the Chief Information Officer.

Qualifications and Experience

- Bachelor's degree in a relevant discipline; Master's degree preferred.
- At least 7-years of experience working in a mid-to-senior level capacity managing a service/help desk technology environment.
- Ability and experience assessing, analyzing, responding to, and resolving end user requests.
- Experience working with Windows 7, Windows Server 2008, Mac OS X, MS Office 2013, Adobe Acrobat, Firefox, IE, Chrome, and Safari.
- Experience supporting Desktops, laptops, Printers, Palm, Blackberry, Android and IOS Devices.
- Network and anti-virus software experience.
- Audio visual equipment technology support experience.
- Previous asset management software and database experience.
- Ability to write routine documentation and other correspondence.
- Strong organization and time management skills.
- Familiarity with BMC Footprints a plus.
- Experience working in a college setting a plus.

Interested applicants can apply by clicking [here](#).