

Position: Manager of Support Services

Department: Information Technology

Reports to: Executive Director of IT Operations and Client Services

Job Description: Responsible for the day-to-day operations of the College's Support Services Group. This role has the primary responsibility of supporting the College's end user technology and multimedia by coordinating internal and external technology resources to effectively and efficiently resolve support issues with an emphasis on continual process and service improvement. Responsible for the deployment, configuration, troubleshooting, and support of end user devices and multimedia technology campus wide. Responsible for the planning, budgeting, procurement, implementation and overall life cycle management of the College's Instructional Computing and end-user technologies. It is imperative that this position emphasize customer service, process efficiency, and resource management.

Duties and Responsibilities:

- Responsible for managing the day-to-day operations of the College's Support Services Desk including staffing, scheduling, training, and supervising the Support Services Team which is comprised of full time employees and student workers.
- Responsible for the receipt, handling, and monitoring of user support requests in various forms including phone, email, in person, and via the Footprints ticketing system.
- Assess, prioritize, and assign technology service requests to the appropriate technician based on request severity and the technical expertise required to successfully address request(s). When necessary, escalate requests to the College's System Administrator(s) and / or external support resources.
- Responsible for overseeing the timely and accurate entry of support tickets, incident resolution and technology inventory information into Footprints, the Service Desk / Asset Management System, in a consistent and accurate manner that can be reported against. Review and analyze the monthly reports generated by Footprints with the purpose of improving the team's performance and customer service.
- Hire and train Support Services employees and student workers and ensure they are appropriately trained to perform their duties.
- Maintain inventory control of Support Services hardware, software, and software licenses to ensure proper asset control, asset management, and asset lifecycle management.

- Develop inventory reports to ensure proper inventory control and to support technology lifecycle management, licensing compliance, and budget planning.
- Responsible for the planning and execution of Support Services' technology maintenance and upgrade deployments which encompasses, but is not limited to, end user hardware and software such as desktops, laptops, tablets, multimedia equipment, academic technology, and specialty technology.
- Responsible for budget development, technology assessment, procurement, contract management, implementation, maintenance and upgrading and/or replacing of the College's end user technology (workstations, application software, interactive displays, multimedia equipment, printers and other user peripherals) and other end user technology requests.
- 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.
- Liaison with Support Services vendors and other relevant resources as needed.
- Responsible for the development, documentation, and improvement of the Support Services Group's business processes.
- Periodically report key business indicators (KPIs) impacting the Support Services Group to the College's CIO and IT directors.
- 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.
- Perform all other duties as assigned.

Qualifications:

- Bachelor's Degree or above in an Information Technology related field, or equivalent years of post-secondary training or experience.
- Excellent written, oral, and interpersonal communication skills, including the ability to professionally and personally interface with faculty, administration, students, and staff in a diverse work environment.
- A positive and customer service centric attitude.
- Superb organizational, time management and multi-tasking skills.

- Previous Support Services experience utilizing an enterprise level ticketing system.
- Experience managing and scheduling employees.
- Knowledge of Windows & Apple operating systems, office suites, and other common applications.
- Understanding of managing systems in a networked environment.
- Experience working with vendors, consultants and other resources.
- Ability to assess, prioritize, troubleshoot, and assign technical issues to proper internal and external resources.
- An appreciation and understanding of working in an inclusive, engaging and diverse college environment.
- Culturally sensitive, caring and friendly with a deep understanding and appreciation of a multi-cultural college community and the Franciscan traditions of St. Francis College.

About St. Francis College:

For over 150 years, the mission of St. Francis has been to provide an affordable, quality education to working class people who otherwise may not be able to attend college. St. Francis College is a private, independent, co-educational urban college whose Franciscan and Catholic traditions underpin its commitment to academic excellence, spiritual and moral values, physical fitness, social responsibility and life-long learning. We educate the whole person for a full, relational life, developing the students' talents and abilities for meaningful, fulfilling careers, as well as for collaborative, service-oriented leadership.

The College strives to offer ample opportunities for students to immerse themselves in the intellectual, cultural and professional opportunities afforded by New York City and to serve the needs of the local community in which they live and study. Our location in Brooklyn Heights provides a confluence of cultures and religious beliefs, mirroring our commitment to maintain and celebrate our diverse student body.

St. Francis College is an Affirmative Action, Equal Opportunity employer and we are strongly committed to increasing the diversity of our faculty, students, and the curriculum. Qualified candidates of diverse ethnic and racial backgrounds are encouraged to apply.

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