

1. GENERAL POSITION INFORMATION	
Position Name	IT Help Desk Manager
Classification	Exempt, Benefitted
FTE	1.0
Work Hours	Schedule to be determined to meet department needs. Occasional nights and weekends may be required.
Department/Division	Information Technology
Supervisor	Chief Technology Officer/Institutional Support

2. POSITION SUMMARY
Provide 3 to 5 descriptive statements to summarize the overall purpose of the position.
The IT Help Desk Manager's primary objective is to rapidly resolve technology issues that are reported through the university ticket system. The position requires a hands-on technical leader who is responsible for delivering a world class support experience for faculty, staff, students, alumni and other external partners. The manager is expected get into the weeds with complex technical issues while thinking about the big picture. Additionally, this manager has strong leadership and communication skills which lead to their team to exceeding performance expectations.

3. SUPERVISOR RESPONSIBILITIES	
# of employees this position supervises	2
Job titles of employees supervised	Help Desk Technician II (2)

4. KEY RESPONSIBILITIES	
List key position responsibilities/duties by category and estimate the percentage of time spent on each responsibility. The total percentage of duties must equal 100%.	
Key Responsibilities/Duties	% of Duties
<p>Manage All Help Desk Operations</p> <ul style="list-style-type: none"> Deliver frontline technical support for faculty, staff, students, alumni and partners. Foster positive end-user relationships and drive customer satisfaction. Promote continuous improvement of Tier 1 support, desktop administration, and telecom delivery for all stakeholders. Monitoring ticket volume and performance metrics while supporting the team in exceeding expectations, including corrective action if necessary. Gather and report operational metrics, accomplishments, and priorities for weekly leadership meeting(s). Establish and implement ITIL standards. Analyze the business requirements of all departments to determine their technology needs Successful delivery of services and projects supporting the business both on time and within budget through proactive team management and leadership. Escalation and resolution of software issues to the information systems/development team Escalation and resolution of third-party software/systems issues by the support team Define team goals and lead staff to achieving desired results, and while being accountable for team performance. 	50%

<ul style="list-style-type: none"> Define and implement processes and procedures for supporting all departments across the organization. Collect feedback to determine patterns and issues such that they can be resolved, or FAQs can be provided to customer to ease in troubleshooting. Develop and maintain Technical Support/knowledge base. 	
<p>Oversee Asset Management and Inventory</p> <ul style="list-style-type: none"> Manages the software and hardware purchases for the division. This entails analysis of technology trends and recommendations for effective and economical solutions to IT needs. Inspect the use of technological equipment and software to ensure functionality and efficiency. Identify the need for upgrades, configurations or new systems and report to upper management. Monitor financial resources 	10%
<p>University Phone System</p> <ul style="list-style-type: none"> Administration and support of TEAMS Phone system and its related applications. 	5%
<p>Teamwork</p> <ul style="list-style-type: none"> Help System Administrator and Database Administrator on daily tasks and troubleshooting. Manages and works with cross-team projects. Effectively leads team efforts and integrate the skills and strengths of individuals across teams for project and organizational success. 	20%
<p>Other</p> <ul style="list-style-type: none"> Other duties as assigned. Management reserves the right to assign or reassign duties and responsibilities at any time. 	5%
<p>Employee Supervision</p> <ul style="list-style-type: none"> Accomplish department/division objectives by supervising employees and monitoring their progress and performance. Maintain departmental staffing by recruiting, selecting, orienting, and training employees and developing personal growth opportunities. Develop employees within their roles via coaching, counseling, and disciplining employees. Conduct regular check-ins with all direct reports to monitor performance, track progress on the completion of work duties and responsibilities and discuss successes and challenges. Conduct annual performance evaluations for all direct reports. Maintain safe and healthy work environment by establishing and enforcing organization standards and adhering to legal regulations. 	10%

5. UWS CORE VALUES AND ASSOCIATED COMPETENCIES

The following Core Values are integral to working at UWS. All employees, regardless of their position within the university, are expected uphold the Core Values and demonstrate associated competencies.

Best Practices	<p>We maintain high standards by using and integrating evidence across multiple disciplines. To accomplish this, We:</p> <ul style="list-style-type: none"> Seek out and use relevant data to inform our decision-making. Incorporate peer-reviewed research and professional experiences into academic discourse and patient care. Promote student learning through excellence in instruction and assessment.
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Curiosity	We are innovative, open minded, and forward thinking. To accomplish this, We: <ul style="list-style-type: none"> • Approach our work with curiosity, inquisitiveness and willingness to think outside the box. • Value and consider new ideas and ask, “What if...?” • Remain open to change in order to advance and improve.
Inclusiveness	We are respectful, mindful, and welcoming of different ways of being, thinking, and doing. To accomplish this, We: <ul style="list-style-type: none"> • Actively listen to diverse perspectives and value different viewpoints and experiences. • Promote the equity of ideas, resources, power, and identity for all. • Gather information and input from diverse groups to develop a common vision, improve policies and practices, and advance institutional goals.
Professionalism	We are responsible, respectful, and accountable. To accomplish this, We: <ul style="list-style-type: none"> • Demonstrate civility in all our interactions, especially when there are disagreements or differing opinions. • Take ownership of our speech, conduct, demeanor, and deliverables. • Adhere to established policies, procedures, agreements, and deadlines. • Act as thoughtful stewards of the university and its resources.
Student-Focus	We work for the common good of students’ academic and professional success. To accomplish this, We: <ul style="list-style-type: none"> • Incorporate student feedback to improve academics and university services. • When making university decisions, we ask: What effect will that have on students? • Seek to understand the students’ experience through their eyes.
Whole-Person Health	We promote physical, mental and emotional wellness in all facets of the UWS experience. To accomplish this, We: <ul style="list-style-type: none"> • Intentionally cultivate environments that support work-life balance. • Consider personal and community wellness in decision-making. • Maintain rigorous academic standards while supporting the health and well-being of our students. • Include a range of health modalities in the classroom and clinic.

6. EXPECTED COMPETENCIES FOR SUPERVISORS	
Developing & Retaining Talent	Ability to recruit, retain, and develop high performing individuals aligned with UWS’ core values and institutional goals. Completes performance reviews and development plans for all direct reports on time. Ability to provide constructive feedback and coaching to direct reports, including individuals who are underperforming.
Managing & Stewarding Resources	Prepares budget(s) to appropriately support department/division functions and goals. Meets or exceeds performance goals and budget targets. Effectively manages departmental resources and processes and seeks opportunities to create efficiencies. Demonstrates the financial acumen for managing budgets aggressively. Effectively manages relationships with vendors and/or contractors.
Leading & Managing Change	Promotes a culture of continuous improvement within department/division with a focus on effective and efficient processes and procedures. An openness to change and the ability provide leadership and clear communication to stakeholders throughout the change process. Engages

	employees in the change process and develops commitment for sustaining change.
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7. POSITION QUALIFICATIONS		
	Required	Preferred
Education & Training	<ul style="list-style-type: none"> Bachelors or Associate technical degree in Computer Science, Information Systems or related discipline, or equivalent relevant experience in addition to the minimum experience requirement. 	<ul style="list-style-type: none"> N/A
Certifications & Licenses	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> ITIL Foundations Course and/or Certification Knowledge Centered Support (KCS) Principles
Experience	<ul style="list-style-type: none"> Minimum of 5 years' professional or technical experience in IT with a strong background in all aspects of customer service. Minimum of 2 years' current management experience that demonstrates proficiency in leadership techniques and management of resources. Hands-on experience with a wide variety of computer software, hardware, and peripherals, including Microsoft365 Experience with computer security systems, password, and file protection protocols Basic networking knowledge to support desktop issues Experience with SQL server and basic systems administration. 	<ul style="list-style-type: none"> Higher Education experience is a plus Greater than 5 years' professional or technical experience in IT with a strong background in all aspects of customer service. Greater than 2 years' current management experience that demonstrates proficiency in leadership techniques and management of resources. Configuring and maintaining a help desk ticketing software
Related Knowledge, Skills, & Abilities	<ul style="list-style-type: none"> Solid technical background with an ability to give instructions to a non-technical audience Strong communication and interpersonal skills with the ability to effectively listen and communicate information in a clear and concise manner. Plan, organize, and coordinate work to meet established 	<ul style="list-style-type: none"> N/A

	<p>deadlines and accommodate rapidly changing priorities.</p> <ul style="list-style-type: none"> • Ability to communicate and partner with other departments in order to identify and assist in the development of enhanced processes and procedures. • Facilitate process improvement projects with the team based on sound data analysis. • Proven ability to lead teams toward organizational goals with successful outcomes • Demonstrate de-escalation skills and ability to effectively diffuse/resolve customer complaints. 	
Other Qualifications	<ul style="list-style-type: none"> • Must be team-oriented, possess a positive attitude, and work well with others. • Have a genuine passion for providing excellent customer service and a problem-solving attitude. • Ability to lift up to 30 pounds. 	<ul style="list-style-type: none"> • N/A

APPLICATION, SCREENING AND HIRING PROCESS:

Please submit a letter of application, a resume and the names and contact information of three professional references.

University of Western States conducts background checks for the finalist or finalists of staff and faculty positions. The type of background check will vary by position type.

University of Western States is an equal opportunity employer.

To apply, please visit our website and click the large orange button:

<https://www.uws.edu/about/employment/>

You may attach your materials as Word or PDF documents.