JOB DESCRIPTION

TITLE: Managing Director of User Support Services

DEPARTMENT: Information Technology

FUNCTION: Directs, leads and oversees User Support Services including Help Desk operations, field technical support, desktop hardware and software installations, upgrades, refreshes classroom technology support and management. Drives an efficient and effective customer service model and champions customer service initiatives within Information Technology.

REPORTS TO: Executive Director of Information Technology

SUPERVISES: Service Desk Manager, Supervisor of Academic Lab

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Directs User Support Services’ day to day operations.
2. Collaborates with key College and IT stakeholders to improve timelines and accuracy of user help requests while leveraging available resources.
3. Provides reports, analyses data and information, and recommendations to the Executive Director.
4. Builds strong client relationships; aligns departmental priorities, strategies and resources with the College’s mission and goals.
5. Monitors new developments and industry best practices, and incorporates into operational management and strategic planning for enterprise systems.
6. Develops a set of core outcomes for unit and measures and tracks annual performance against objectives; prepares and submits annual assessment report to the designated office; and fully engages with the College’s Outcomes Assessment Program.
7. Assist in the procurement of hardware and software
8. Track and monitor inventory
9. Adhere to College Asset tag management policy
10. Prepares, track, monitors, and adheres to an annual budget.
11. Acts as performance manager for all direct reports including managing day to day performance, producing and communicating written performance evaluations, approving requested time off, and other points of compliance with HR rules, regulations and unit collective bargaining agreements.
12. Subject to senior management review and final board approval, has the responsibility, power
and authority to hire, fire, discipline and promote full and part-time employees.

13. Performs additional tasks or duties as assigned by the Executive Director of Information
   Technology or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college
mission and practices an open door policy. Must have the demonstrated ability to guide
customers through established troubleshooting procedures to identify and resolve technical
problems and document same. Requires intermediate proficiency in the use of Microsoft Office
suite. Exhibits strong skills in:

- Leadership
- Managing People
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor’s Degree required; prefer Information Technology, Computer Science,
Management Information Systems or a closely allied field.

Experience: Minimum of 5 years of managerial and proven customer service experience,
preferably in a Help Desk environment.

Bergen Community College is an equal opportunity employer and does not discriminate on the
basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY
TIME WITH OR WITHOUT NOTICE