BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Service Desk Manager

DEPARTMENT: Information Technology

FUNCTION: Supervises the day to day activities of the Technical Support team and guides other Technical Support staff and student works as needed; ensures support consistently meets service level guidelines. Recommends and/or performs complex or remedial actions to correct problems; provides support at user locations or remotely using diagnostic and remediation technology and tools. Consults with department managers and end users regarding general business operations, software systems and technical issues. Provides training for end users.

REPORTS TO: Managing Director of User Support Services

SUPERVISES: Technical Support Specialists I and II for all locations, Technical Support Specialists II MAC/Apple, Professional Assistant (Lyndhurst)

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Supervises day to day activities of the Technical Support team and guides other Technical Support staff and student works as needed; assigns tickets and ensure support consistently meets service level guidelines.
2. Recommends and/or performs complex or remedial actions to correct problems; provides support at user locations or remotely using diagnostic and remediation technology and tools to install, modify, or make repairs to computer hardware and software.
3. Plans and manages higher level projects including major system and laptop deployment; coordinates activities with affected departments including in person registration setup and breakdown.
4. Tests and evaluates proposed hardware and software to determine efficiency, reliability and compatibility with existing computer systems, peripherals and the network.
5. Assists with entry level network tasks such as network server backup rotation, network account maintenance, and activation of data jacks.
6. Manages workflow, incident and problem escalation, and progress tracking; proposes workflow process improvements.
7. Collaborates with Managing Director of User Support Services and peers to develop a set of core outcomes for unit; measures, tracks and reports on a performance against objectives.
8. 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.

9. 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.

10. Performs additional tasks or duties as assigned by the Managing Director of User Support Services 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 ability to handle complex technical issues and efficiently track problem requests. Has intermediate proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

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

Education: Bachelor’s Degree in Information Technology or related field.

Experience: Minimum of 1 year of experience; supervisory experience preferred.

Other: Must regularly be able to lift and carry small packages of up to 10 pounds. May occasionally be required to lift and carry boxes weighting up to 50 pounds.

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