State College of Florida, Manatee-Sarasota
Job Description

Job Title: Manager, IT Customer Service

Reports to: Chief Information Officer
FLSA Status: Exempt
Level: 213
Position Class:

Job Summary:
Manages the operations and personnel of IT Customer Service, which provides the College technical support/help desk services to all College departments and SCF students. Coordinates activities of technicians and/or specialists who provide problem solving support to computer users and promotes excellent customer service.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Supervises and oversees the College technical support and help desk operations in support of all College-wide computing systems.

2. Trains help desk staff to answer and resolve incoming calls. Solves, or assists help desk personnel in solving, non-routine or complex software, hardware and procedure problems. Trains technical support staff to provide desk top support services.

3. Determines and documents best practices. Analyzes help desk activity makes recommendations for changes in help desk procedures and systems to the Director, IT Operations. Confers with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware.

4. Coordinates installation of hardware and software and implementation of procedure changes.

5. Hires, trains, evaluates and monitors the performance of the technical support and help desk staff. Follows SCF’s disciplinary process as required.
6. Proactively meets with customers to identify their needs and determine quality of services. Promotes a high degree of customer service and monitors customer satisfaction through a survey feedback system.

7. Creates long-term strategies for growth and maintenance of the technical support/help desk functions and makes budgetary recommendations to CIO.

8. Performs other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Associate’s degree or equivalent from a two-year college or technical school and three years of related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  Two or more years of direct supervisory experience with responsibility for hiring, firing, training and evaluating.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

**Computer Skills:**
Must be proficient in current College e-mail, data base and other College required software. Must remain current with technology changes. Basic troubleshooting skills of computer hardware and software, as well as computer image building skills.

- **Certificates and Licenses:**
  ITIL preferred but not required.
Responsibility for People and Property:
This position is responsible for the supervision of technical support and help desk specialists.

Responsibility for Communication:
- **Internal Contacts:**
  Regular contact with all levels of SCF administration, faculty and staff. Must be proactive and make regular inquiries to key stakeholders to ensure peak performance of systems and personnel reporting to this position.

- **External Contacts:**
  Must maintain level of proficiency with Best Practice Standards relative to this position’s areas of responsibility. External training resources, including but not limited to training centers, websites, and other sources are critical. Must establish and maintain excellent working relationships with external vendors to ensure best service, support, and pricing reasonably available.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use manual dexterity and speak or hear. The employee is frequently required to sit for extended periods of time. The employee is occasionally required to stand, walk, and lift and/or move up to 20 pounds. Specific vision abilities required include close vision, distance vision, identification and discernment of colors, peripheral vision, depth perception and the ability to focus.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.
3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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