Director, Client Services

Job Code 50012256

General Description

Responsible for managing the operations and personnel of the Client Services Team Research and facilitating projects to support the needs of the University and community.

Example of Duties

Ensure established project management principles when coordinating projects and programs.
Ensure compliance with university, local, state, and federal policies and regulations.
Manage the Field Services team.
Coordinate projects that relate to the improvement of customer support.
Research new technologies and trends.
Evaluate operations and metrics of ITAC and Field Services and make recommendations.
Ensure proper staffing.
Review time and leave accounting documents and requests.
Coordinate professional/staff development and involvement in projects.
Recruit, interview, select, and hire staff.
Evaluate performance and administer recognition and reward systems.
Perform other duties as assigned.

Knowledge, Skill and Abilities

Knowledge of: resolving operating systems, hardware problems; software applications; system interaction and network structures; new technologies and trends.

Skill in: project management; identifying solutions to technology related programs; directing and training technical support staff.

Ability to: train and mentor employees; solve problems through analysis; negotiate and evaluate customer’s needs; identify the most effective methods of operations.
Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements