Dir, Engineering Support Services

Job Code 50028258

General Description
The Director of Engineering Support Services is responsible for the operations of all technical, non-academic and non-administrative support activities in the Ingram School.

Examples of Duties
Develop and execute strategic plan for lab & information technology systems.
Develop & enforce standards, processes & requirements for lab management & lab/equipment safety.
Supervise the development, planning, & design of projects related to lab, IT, & related infrastructure for the Ingram School.
Provide in-class lectures and/or associated material to support academic & lab safety requirements of the Ingram School.
Assure compliance with applicable university policies & procedures.
Monitor construction & remodeling projects within the Ingram School.
Monitor assigned budgets which support the strategic plan of the Ingram School.
Supervise inventory management process for the Ingram School.
Gather/analyze data to support special reports as-needed for specific areas of responsibility.
Oversee systems & process for work request/fulfillment.
Direct and manage supervisors of lab and IT staff, including hiring, training, tasking, oversight, etc.
Direct career development & training of technical staff, including recommending corrective action as necessary.
Conduct training classes for all who supervise or participate in lab activities (technicians, graduate students, etc.)
Respond to requests for information from faculty, staff, students, and general public in person or via other communication methods.
Establish and maintain a professional office environment by modeling professional behavior, appearance, and demeanor.
Mentor staff and student workers.

Knowledge, Skills, and Abilities
Knowledge of: Basic engineering calculations in structures, machining, material selection, analog & digital electronics; Calculus for solutions to complex problems; basic conversational English.

Skill in: Bill of materials creation and costing processes; verify complex equipment and software expenditures; executive leadership for Lab and IT personnel; negotiate appropriate resolutions to various issues; data interpretation related to analysis and optimization of lab and IT systems; performing multiple tasks simultaneously.
Ability to: Read & comprehend manuals, specifications, instructions, correspondence, etc.; review & interpret policies, reports, spreadsheets, etc.; prepare clear, concise, grammatically correct correspondence, emails, instructions, reports, etc.; direct and train lower-level student workers; interface professionally with university functional units; construct & manage staff deficiency plans; interact with vendors; use software computers, printers, copiers, fax machines, etc. to perform required tasks; supervise staff members, team leaders, technical experts, and student workers; retain focus on primary duties while maintain workflow of office activities.

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.