Assistant Director, ITAC

Job Code 50029080

General Description
Responsible for managing the personnel and daily operations of the Hardware Services Team, Personal Computing Device Management (PCDM) Team and the Service Desk Team.

Examples of Duties
Provide leadership and guidance for various teams within Client Services
Ensure proper staffing in order to maintain support levels.
Prepare and interpret highly technical documentation on specific aspects associated with the individual’s technology expertise.
Anticipate, identify, communicate, resolve and/or escalate problems and issues.
Evaluate key performance indicators and make recommendations to director.
Participate in development, implementation, and maintenance of policies, objectives, and planning.
Lead/manage projects as required.
Recruit, interview, select, and hire staff.
Evaluate performance and administer recognition and reward systems.
Ensure compliance with university, local, state, and federal policies and regulations.
Conduct trend analysis on service requests.
Provide advanced technical support to faculty, staff, and students.
Maintain vendor support connections and communicate effectively with customers.
Perform project management and technical consulting.
Supervise staff.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: state and federal laws; university policies and procedures; software applications; institute processes and procedures; impacts of technical problems/changes; organizational structure; current technical systems and their interdependencies.

Skill in: interacting courteously; directing the work of others; establishing rapport with a variety of clients; working as a team member; prioritizing workloads; problem solving and decision making.

Ability to: understand, interpret, and retain complex technical materials, policies and procedures, contracts, proposals, charts, graphs, and analyses; perform intermediate math and Boolean algebra; prepare clear and concise reports, letters, and proposals; communicate effectively; explain technical material; provide training.
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