

Job Description

Please check one of the following:

- ☐ New
 ☒ Update
 ☐ Advancement within same zone
 ☐ Promotion to Higher Zone
☐ Other

1. General Information

Date: 8/31/2021	Working Job Title: Director, Client Services	Position #: 13406
Employee Name: T.B.A.	Title Code: 49304311	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010176
Name of Supervisor: Brett Bieber	Job Family Zone: Senior	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 13326	Zone Code: IT30S	Funding Source: 9129070010 (62.5%) / 9229070012 (37.5%)
FOR HR USE ONLY:		
FLSA Overtime Exemption: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Exemption Type:	

2. Job Summary

The Director, Client Services is responsible for ensuring an outstanding level of customer service by providing direct IT support to students, faculty, and staff in their University activities and by managing the student and fulltime Help Center staff and operations, as well as the Desktop Services operations. This position also plays a key strategic role on the Client Services leadership team, making recommendations to the AVP, and assisting with related budget planning and management. Responsible for overseeing all day-to-day operational aspects of Client Services, including ticket management, customer relations, periodic special projects/events, and customer satisfaction levels. This position also has responsibilities for recommending, implementing, and reporting key performance measurements aligning with University and departmental strategic plans. This position would coordinate staff scheduling activities of fulltime technical staff with the Help Desk Supervisors and the Enterprise Desktop Services Manager to ensure a high level of customer service and availability according to customer SLA's. This position will uphold the ITS core principles of outstanding collaboration and communication, a drive to succeed, a passion for higher learning, and acting with integrity.

3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Help Center Manager/Enterprise Desktop Services Responsibilities: Supervision of managers, leads, staff and student workers. Work closely with AVP, Client Services and Executive Director to help set strategic goals and alignment with ITS and University goals Coordinate and monitor financial progress of related budgets and service center performance Identify and coordinate weekly tasks with Help Center and Enterprise Desktop Services teams Promote the use of supported enterprise tools and best practices across the division and with our stakeholders and distributed IT partners. Identify and track key measures of success, and report results to manager Identify and make recommendations for customer service improvement Key person for Incident Management system workflow administration Monitor and help maintain Knowledgebase articles/content Take leadership in measurement and improvement of customer service Work with senior ITS leadership and other key campus partners to ensure continuity of service and training for staff Utilize all available resources to complete all work promptly and accurately	50%	*

3. Duties and Responsibilities (Cont.)

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Participate and lead (where appropriate) project teams for campus technology initiatives. Collaborate with team members and university-wide IT personnel to perform assigned tasks. Share ideas, projects, and best practices and help create a collaborative, team-oriented work environment.	15%	
In accordance with University security directives, deploy, maintain, and enhance the security of server and desktop systems through administrative, preventive, detective and reactive controls, such as change and configuration management, anti-virus measures, patch management, and system scans for the Help Center staff and operations.	10%	
Ensure ongoing operation of systems/applications through troubleshooting, scheduling/monitoring jobs and technology-related business processes, and third-level end user support as needed. Provide backup support to front-line desktop engineering personnel as needed.	10%	
Prepares proposals and technical project plans. Develop solutions to business requirements, technical problems and/or engineering of systems/applications. Collaborates with university-wide IT personnel through participation and other strategic forums to develop technical solutions and enhancements. Share ideas, projects, and best practices and help create a collaborative, team-oriented work environment.	10%	
Secondary responsibilities for desktop and server OS, Citrix, applications-related administration, perimeter device administration, virtualization technologies, systems monitoring/management. Develop and provide specifications for desktop hardware, OS, and software configurations.	5%	
<i>The above list of job duties is not exclusive and the incumbent will be required to undertake such tasks as may reasonably be expected within the scope and classification of the position.</i>		

<p>This Position: <input checked="" type="checkbox"/> REQUIRES ATTENDANCE AT THE WORKPLACE</p> <p style="text-align: center;">or</p> <p><input type="checkbox"/> IS ELIGIBLE FOR ALTERNATIVE WORKSITE ARRANGEMENT (request forms required)</p> <p>And is considered:</p> <p><input type="checkbox"/> ESSENTIAL (per inclement weather policy, essential employees are expected to report to and work at their assigned campus worksite)</p> <p style="text-align: center;">or</p> <p><input checked="" type="checkbox"/> NON-ESSENTIAL</p>
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4. Zone Definition Factors (Provide additional information not contained in the Duties & Responsibilities)

A. Knowledge, skills and abilities

Demonstrates a solid understanding of Windows-based operating systems including, security, file system concepts and applications to perform system tuning. Knowledge of customer service practices. Supervisory and project management ability. Employee is on-call this responsibility may require the necessity to work outside of regular business hours. Under the direction of and in partnership with the NU Security team, implement and maintain security strategies, policies, and standards to protect University assets. Responsible for actively researching and reviewing security practices to make recommendations based on institutional risk and operational impact.

B. Problem Solving / Decision Making

Regularly displays independent problem solving with complex problems.

C. Interactions

Represents IS at technical meetings. Works closely with other IS to discuss problems, identify solutions, and offer assistance and guidance to others as appropriate. Works closely with vendors regarding problems and related issues and configures hardware and software for resolution.

D. Nature of Supervision

Supervision Over: ☒ Reg Staff ☒ Temp Staff/Students ☐ No Supervision
Supervision Received: ☐ Close ☐ Moderate ☒ Limited/None

E. Impact

Failure to resolve problems could impede or prevent Faculty, Staff or Students from completing critical tasks. The operating systems this position supports affect the entire campus. The amount of inconvenience to individual users may vary from temporary unavailability of the system to permanent loss of data. If not performed properly, changes to the operating system and application software can have an immediate negative impact on many individuals and departments across campus.

5. Minimum Qualifications (Indicate "required" and "preferred" for each qualification)

A. LEVEL OF EDUCATION:

Bachelor's degree in Computer Science or related field; equivalency considered

B. YEARS & TYPE OF EXPERIENCE:

Three years technical experience to include customer service and supervisory experience; required

C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:

D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:

Experience with Windows and MAC OS; required
Demonstrated knowledge of upgrading and installing software on a multipurpose computing system; required
Strong interpersonal and communication skills; required
Experience with enterprise incident management systems; required
Demonstrated knowledge of enterprise level networking and data security structures; required
Experience within Higher Education; preferred

6. Physical Requirements

1. GENERAL INFORMATION

A. Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

Long hours of computer work may cause neck/back strain. Work outside normal business hours may be necessary. Travel to conferences may be necessary.

2. GENERAL PHYSICAL REQUIREMENTS

Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	6	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain:

3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

5. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. PATIENT CARE AND RESEARCH JOB

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	<div></div>
Exposure to blood/bodily fluids	<input type="checkbox"/>	<div></div>
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	<div></div>
Wearing hearing protection apparatus	<input type="checkbox"/>	<div></div>
Working with laboratory animals	<input type="checkbox"/>	<div></div>
Exposure to chemical hazards	<input type="checkbox"/>	<div></div>
Wearing protective clothing	<input type="checkbox"/>	<div></div>