Saint Michael's College
Job Description

Job Title: Associate Director – IT User Services

Department: Information Technology

Supervisor or Manager: Billie Miles, Director of Information Technology

Date Created: 06/29/2011 Last Revised: 06/29/2011 FLSA Status: E

Approved by (print name): ________________________ Signature: __________________________

It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:
• Provide excellent customer service, focusing on customer expectations and evaluation of how their expectations are met
• Coordinate with other work groups in IT to maintain desired levels of service and increase levels of customer satisfaction
• Provide service and support that enhances teaching, learning and operational efficiency of the college.
• Monitor and facilitate internal and external communications relating to IT documents, policies, procedures and information
• Oversee the appropriation, distribution, and appropriate use of technology related resources

Essential Duties and Responsibilities:
• Manage user services staff
• Authorize the procurement of technology tools (hardware and software) for the campus
• Provide input for lifecycle replacement planning and deployment
• Oversee the delivery of IT communications through email, voice mail, web, campus cable and print
• Contribute information to IT best practices documentation (print, web, cable broadcast, email and voice)

Secondary Responsibilities:
• Create and deliver IT training programs for students, faculty and staff
• Participate in team and department planning sessions, with an eye towards thoughtful and accurate planning
• Foster and participate in team learning
• Assists in training IT student workers
• Participates in the cross-training of IT department staff
• Provides technical expertise relating to IT projects
• Planning and projecting budget needs for hardware and software related to User Services needs and mission
• Responsible for helping the IT department maintain accurate College hardware and software inventory records
• Leads, and participates in, department project teams

Positions Supervised:
• Helpdesk Services Manager – 1
• Info. Tech Specialist II – 1
• Multimedia Lab Manager – 1
• Lang Learning Res. Ctr Manager – 1
• Instructional Technologist – 1
• Senior Instructional Technologist – 1
• Media Services Senior Specialist - 1

Position’s Major Contacts:
• Campus community (faculty, staff, students, alumni, parents, prospective students and prospective parents)
• Vendors, engineers and sales staff
Demonstrates Excellence in this Position:
• Regularly demonstrate an understanding of the academic and business processes and cycles that they support
• Regularly demonstrate an awareness and understanding of the impact of the technologies we deploy
• Regularly demonstrate an understanding of the impact of change on our customers and vendors / partners
• Regularly create proactive communication plans
• Regularly bring projects in on time and on budget
• Demonstrate willingness to take on new challenges
• Demonstrate a willingness to take responsibility for failures, both one’s own and the team’s
• Regularly demonstrate a commitment to continuous evaluation and improvement

Education and Work Experience Required:
• Bachelor’s Degree equivalent combination of education and experience
• 4 year degree in Computer or Information Systems preferred
• Experience working with a diverse range of clients, including students
• Supervisory experience
• Vendor management
• Technology procurement
• Experience working with a diverse range of clients
• Complete understanding of Microsoft operating systems and the Microsoft Office Suite of applications
• A minimum of two years experience working in a Helpdesk or Service Center
• Oral and written communication skills sufficient to accomplish assignments such as; prepare and update best practice documentation; provide information and assistance to customers; and communicate with vendors and consultants

Analytic Skills Required:
• The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response is required.

Language and Literacy Skills Required:
• Prepares and delivers written and spoken information to small and large groups. Effectively manages meetings. Often in speaking, represents the institution to the audience. Communicates regularly and effectively with a wide range of groups.

Computer/Technology Skills Required:

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Other (please specify): Track-It! (incidence management software)

Licenses, Certifications and Other Requirements:
• None Required

Physical Demands:
Work is often performed in a typical office environment requiring:
• Sitting in a normal seated position for extended periods of time
• Reaching by extending hand(s) or arm(s) in any direction
• Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
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- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- Ability to adjust focus quickly
- Ability to lift up to 25 pounds

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 a disability to perform the essential functions.

**Additional Requirements for the Job:**
- On call responsibilities in the event of an IT emergency
- Some weekend and evening hours (semester openings, incidence based and as requested)

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.