

Director, User Services

Job Description

The User Services Director will manage and direct all activities in support of our help desk services to faculty, staff, and students. The help desk takes the call, initiates a trouble ticket, and either resolves the problem at tier 1 or triages the support request to technical support personnel. The User Services Director will track and monitor requests and serve as the liaison between the end user and issue resolution. The User Services Director will focus on anticipating the staffing and support needs associated with semester starts, web access to registration, grades and other web-based student services. The User Services Director must understand the needs of faculty, staff, and students and be able to provide seamless support throughout the institution's academic calendar. The User Services Director's responsibilities include, but are not limited to:

Duties and Responsibilities:

- Support and management of Help Desk, Desktop Technology, and Lab/Classroom Technology functional areas
- Day-to-day oversight of all User Services activities as well as manages ongoing projects and tasks
- Manage any IT staff or students and associated assignments to include Help Desk, Desktop Technology, and Lab/Classroom Technology
- Provide project management for areas of responsibility
- Ensure end user data is protected and recoverable
- Ensure the necessary tools are available to onsite user support technicians for proactive and responsive services
- Provide ongoing review of system operating requirements in alignment with budget planning
- Provide up-to-date system and process documentation and inventories
- Manage all related vendor support contracts for end user hardware and software
- When necessary, work in concert with software and hardware vendors for problem resolution
- Thoroughly understand multiple versions of the Windows desktop operating system as well as patch and imaging technologies
- Have strong customer service skills and staff management experience
- Good written and verbal communication skills required
- Strong desktop technical background
- Strong end user orientation
- Staffs and trains team of technical support specialists for PC support, helpdesk support, and training support initiatives
- Trains staff to help customers use products properly
- Handles customer problems that appear to arise from the use of products or the services
- Coordinates rollout of new PCs, laptops, printers, etc in accordance with applicable replacement schedules as well as associated licensing
- Completes, maintains, and processes pertinent paperwork and records
- Plans and schedules levels of support

Requirements:

- Bachelor's degree in Computer Science, Information Technologies or related field, or an equivalent combination of experience, education, and training
- Experience with help desk ticketing systems and customer service workflow
- Demonstrated experience managing a team of customer service professionals
- Strong understanding of technical troubleshooting methodology
- Ability to facilitate problem-solving among administrative groups with varying needs and priorities, and to communicate well with administrative users, technical staff, and senior management
- Knowledge of applicable laws, guidelines or regulations as they relate to IT
- Strong leadership, coaching and mentoring skills
- Excellent oral, written, and interpersonal communication and presentation skills across organizational boundaries
- Ability to work with a range of technical staff to develop joint solutions

Company Description:

Dynamic Campus, Inc. is the premier outsourcing partner dedicated to serving the Higher Education marketplace. Serving over sixty institutions from its headquarters in Austin, Texas, Dynamic Campus provides critical technology vision, leadership and execution across a diverse set of complex universities and colleges. Dynamic Campus effectively manages essential administrative solutions, academic solutions, reporting solutions and all underlying infrastructure components for its clients located across the country. Our solutions fit the specific needs of the institution and our practice is to offer vendor independent services so we are 100% aligned with your interests. Dynamic Campus offers an excellent comprehensive benefits package, including 401(k); 3 weeks of vacation starting first year of employment; paid holidays and sick days; medical, dental, and vision; and life insurance and disability.