



## Job Description

**Job Title: Assistant Director – IT Service Desk Support**

**JTC: CCR**

**Salary Range: N07**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Responsible for assisting in developing and implementing plans and goals for the department. Well-versed in performance and operations management and competent in assuming delegated duties. Leaders and critical thinkers, ready to solve problems before they become obstacles.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to provide guidance and leadership in planning the day-to-day activities of assigned work group. Able to collaborate with stakeholders to implement/improve processes and procedures in order to meet the mission and goals of the institution or organization.

Must have strong interpersonal, organizational, time management and problem-solving skills as well as the ability to prioritize, plan and lead projects as assigned. Able to identify problems and determine the best solution, working to resolve the issue(s).

Able to develop strong working relationships with team members, key stakeholders, internal and external constituents from diverse backgrounds in order to meet business needs. Able to provide guidance and support to employees to improve the value of the organization and create a positive work environment.

Demonstrated ability to work individually and in a team environment. Ability to adapt to changes in a fast-paced work environment to meet priorities, organizational and/or customer needs. Must be able to plan, organize and schedule staff and tasks effectively to achieve objectives while adhering to institutional and/or the organization's policies and procedures.

Ability to interface with diverse groups of individuals, internal/external to the organization, utilizing multiple methods to communication as appropriate to the audience. Must be able to maintain confidentiality and have high ethical standards. Knowledge and experience in providing exemplary customer service.

### PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

### MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with four (4) years of experience in work related field including one (1) of supervisory/team lead experience. Official transcripts will be required. Valid driver's license required

for offsite travel. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for oversight of the daily operations and activities of the service desk support team, providing leadership to achieve organizational goals and to ensure end users' needs are met. Maintains an in-depth knowledge and understanding of all services provided by the team, provides project guidance and direction and regularly coordinates team activities with other departmental IT staff. Establishes processes and procedures for providing service/desktop support and the management of issues requiring escalation. Keeps up-to-date on technological trends and best practices through research and professional development activities.

Functions with minimal supervision, utilizing independent and collaborative judgment in decision making, and demonstrates leadership and problem-solving skills. Uses knowledge of desktop computer operations including connectivity, installation, maintenance, hardware configuration, industry standard operating systems and software applications to assist in the resolution of issues routed to service desk. Manages the process of incoming requests to ensure timely responses and effective resolutions.

Works collaboratively with diverse team members and constituents within the DCCCD community network to establish standard service/desktop policies and procedures and communicates these standards across the district. Develops effective working relationships with stakeholders and constituents of a diverse community including students, instructional and administrative staff to meet business needs. Fosters diversity in the workplace and provides guidance and support to employees to improve the value of the organization and create a positive work environment.

Analyzes performance of the service desk activities to identify problem areas, if applicable, document findings and implement solutions to enhance the quality of service and prevent future problems. Ensures departmental standards, such as ticket completion times and verbal or electronic responses are completed within established guidelines. Contributes to improving customer support by actively responding to queries and handling complaints

Strong attention to details with effective interpersonal, organizational, time management and problem-solving skills. Manages the coordination of multi-faceted projects to achieve project objectives within established budgets and schedules. Ensures applicable status reports are completed within specified timeframes. Communicates effectively both verbally and in writing, with diverse individuals and teams, including non-technical personnel. Maintains confidentiality and high ethical standards.

Supervise a staff of approximately 5-10 employees.

Performs other duties as assigned.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*