



Job Description

Job Title: Assistant Director – IT Helpdesk Services

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) year 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 the supervision of the helpdesk support organization, which includes planning and managing resources, directing help desk operations and staff and oversee IT projects. Provides leadership delegating and fulfilling help support requests and provide directions and outside assistance and resources when applicable. Comply with standard processes and follow district policies and procedures.

Maintains a high level of customer satisfaction by resolving all tangible problems and concerns. Rely on extensive experience and judgement to plan and accomplish goals. Ensure staff is resolving tickets within agreed SLA, related to operations and end-user requests. Ensure all business impacting incidents are fully documented and properly escalated to the applicable support teams.

Responsible for delivering desktop services by managing, evaluating, and developing the desktop support specialists. Position interfaces with IT services managers/technical staff to resolve escalations and coordinates the communication of service status related to his/her area of responsibility. Evaluate or design new systems, applications, or other technology tools that support the end user and provide efficient documentation and procedures. Ensure all system implementations are consistent with information security best practices and meet compliance requirements.

Responsible for successful deployment and upgrades of the system, including installing, modifying and repairing computer hardware and software. Keep abreast of changing trends in technology to include hardware, network, software and systems. Complete ongoing performance of the systems to support the applications.

Support the Director in their duties and effectively carry out assigned responsibilities when applicable. Proactively research and propose new technologies supporting the organizational goals including managing timely replacement of network and technology assets. Maintain clear and up-to-date documentation for overall system design and configuration changes.

May manage budget and supervise two or more full time staff.

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.