

WARTBURG COLLEGE

POSITION DESCRIPTION

Title of Position – Director of IT Desktop Services

Preparation Date: November 2021

Function of Position

Responsible to the Assistant Vice President for Information Technology Services and Chief Information Officer (CIO) for the planning, directing, and coordinating the selection, implementation, and support of the network endpoints including user and lab hardware, operating systems, and desktop application software. This position is also responsible for basic networking from the desktop. This is accomplished both personally and through the management and scheduling activities of a team of technology staff including fulltime and student workers to resolve end-user hardware and software concerns in a timely and accurate fashion.

Principal Duties and Responsibilities

1. Supervise and oversee the Techline team in selecting, installing, configuring, and delivering of all hardware, operating system, and application software for client computers, printers and other personal computing devices in all computing environments for faculty and staff and for all of the computer labs on campus. Provide guidance, work direction, and assign tasks to members of the desktop team. Review PTO transactions, correspondence, etc. Participates in developing team goals and objectives. Encourages the ongoing development of the desktop staff and conducts annual performance appraisals. (30%)
2. Manage the activities of student employees including selecting student workforce. Schedule assignments, develop, and administer necessary training, handle student conflicts, conduct review meetings with students. (20%)
3. Provides the final level of internal problem-solving expertise for the end-user computing and lab environments. Serve as a technical resource to most advanced questions that cannot be answered by either Techline or the Technical Analyst/Specialist positions. Interacts with external vendor software specialist(s) and research various technical resources such as manuals, vendor web sites, and technical discussion forums to locate information required to solve a problem. (20%)
4. Research alternatives and recommend personal computing hardware and software to meet faculty, staff, and lab requirements. Propose policies, procedures, and associated training plans to ensure appropriate use of end-user and lab resources. Understand the administrative and academic processes so that knowledge informs the hardware, software and procedural decisions. (10%)
5. Work closely with the Director of IT Infrastructure Services and the Director of IT Applications Services to ensure effective communication between these ITS units and to coordinate project activities effectively. (5%)
6. Manage and monitor the systems (inventory, call tracking, software library, etc.) that ensure an efficient and effective end user support environment. (5%)
7. Maintain current knowledge of the end-user computing environment through contacts with external vendors of related hardware and software, as well as through reading trade journals, and attending educational sessions. Shares technical knowledge with others on the staff. (5%)
8. Act in a customer-focused manner. Provide service to clients that meet or exceed expectations. Continually evaluate processes, looking for ways to eliminate nonessential tasks or improve quality. Contribute positively to the team by performing daily work in a professional manner and treating co-workers as clients. Make decisions that increase customer satisfaction. (5%)
9. Perform other related duties as assigned.

Supervision

Employee is responsible for determining own work assignments referring to policies and general objectives for guidance. Employee prioritizes own work and resolves all but the most unusual without consultation with supervisor.

Minimum Qualifications

Bachelor's degree in Computer Science or a related field or Associates Degree with 10 years of technical experience. Five years of experience managing and supporting end user computing environments including experience with various types of hardware and software. Good working knowledge of personal computing hardware and software, particularly LAN support and administration, end user hardware installation and configuration. Must have strong analytical and problem-solving skills in order to solve technical problems and to understand the needs and problems of the clients. Thorough knowledge of tools and utilities used to fix problems and recover data. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations. Ability to effectively manage multiple tasks, duties, and responsibilities while working both independently and with a team. Excellent interpersonal relation skills in order to consult effectively with faculty and staff. Highly self-motivated with strong planning, organizational and time management skills.

Application Procedure:

Send letter of application which includes the qualities you offer within the context of the Wartburg College mission, curriculum vita or résumé, final transcript, and contact information for three references electronically to: hr@wartburg.edu. See <http://www.wartburg.edu> for further information about the college. Screening begins immediately and continues until position is filled.

WARTBURG COLLEGE is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from women and members of ethnic and minority groups.