

# Sam Houston State University Human Resources

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## Staff Classification Description – Service Desk Manager

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**Skill Category:** Professional

**Job Number:** 3N586 (E1)

**Grade:** 22

**Date:** 11/2011

**Department:** Office of Information Technology Services

**Education & Experience Requirements:** Bachelor's degree with at least five (5) years related experience. A combination of experience, training, certifications, and education that would produce the required knowledge and abilities could be considered.

**Nature & Purpose of Position:** Plan, organize, design, and manage staff and overall IT@Sam Service Desk technology support to ensure the highest levels of client satisfaction. Help plan, coordinate, and design IT-related activities for the university as well as provide some administrative direction and support for daily IT support activities.

**Supervision Given & Received:** Incumbent oversees work of professional staff, technical staff and student employees. Work methods are not prescribed and incumbent is expected to work issues out based on job knowledge. Works independently and receives general direction.

**Primary Responsibilities:** Manage the campus Service Desk team in providing training and support to clients and staff on technical issues. Work with clients and technicians to identify and deliver required technology support services. Implement methodologies to improve first call resolution, manage customer perceptions, and build strong campus relationships. Test, monitor, and troubleshoot end-user computer hardware, software, peripheral devices, telephones and related technology. Receive and respond to incoming communication regarding hardware, software, telephone and general technology-related incidents. Recommend, schedule, and perform computer, software, hardware, telephone and peripheral equipment improvements, upgrades, and repairs. Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring technology performance. Conduct research on technology products in support of computer procurement and development efforts. Assist in developing long-term strategies and capacity planning for meeting future technology needs. Provide tech support for the implementation of new technology projects and installations. Develop and organize technical support documentation and training materials for IT processes, systems and tools. Conduct instructor-led and one-on-one training classes for SHSU clients. Develop, organize and deliver "Client Care Liaison" program. Market IT@Sam on campus using innovative cost-effective methods including but not limited to training sessions, monthly IT@Sam newsletter and social media venues. Aid in development of business continuity and disaster recovery plans; maintain current knowledge of plan executables, and respond to a crisis in accordance with business continuity and disaster recovery plans. Manage operations staffing, including recruitment, supervision, scheduling, development, and performance evaluation. Monitor and prepare payroll timesheets and exception reports for staff and student employees. May interpret and implement complex policies affecting the department and university. Perform other related duties as assigned.

**Other Specifications:** This position requires a strong understanding of information processing principles and practices, in-depth technical knowledge of network and computer operating systems. Proven project planning and management experience is necessary. Exceptional analytical, conceptual, and problem-solving abilities, superior written and oral communication skills, and leadership ability is needed. Must have ability to present ideas in user-friendly language and be able to effectively prioritize and execute tasks in a high-pressure environment. Must be proficient in motivating and evaluating employees. Requires a demonstrated ability to establish congenial work relationships and to communicate effectively within department workgroup and throughout the university with professional staff. Work requires a high level of independent judgment, initiative, and sound reasoning to solve department and division issues. Work requires attention to detail as errors can be potentially serious. Required to be on duty as needed to maintain support during emergencies or peak use periods. **Position requires driving and operating a university vehicle; therefore, a valid Texas driver license and driving record acceptable to the university's insurance carrier is required. Position requires incumbent to be on call 24/7. Special procedures sometimes require extended hours. Some travel is required.**

**This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.**

**Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.**

**Sam Houston State University is Committed to Equal Opportunity in Employment and Education.**