GORDON COLLEGE
Position Description

Title: Director of Client Services

Function: Under the supervision of the Associate Vice President for Technology and Operations, the Director of Client Services is administratively responsible for the Client Services full-time staff. The Director of Client Services is responsible for the day to day operations of the Client Services group and ensures requests are routed and handled properly by members of the Client Services team as well as the other technology groups within CTS.

Description of Duties and Tasks:

Essential Responsibilities:

1. Manages a centralized Technology Helpdesk organization providing technical support to all faculty, staff, students, alumni and guests for hardware, software, network, media and telecommunications issues.

2. Provides assessment and routing of all second tier support issues to other technology groups including the Information Systems group and the Network and Systems group as necessary.

3. Oversees Client Services Staff directly responsible for student support staff in the Client Services & Helpdesk area. This includes providing advanced customer service training as well as technical training to the students in the Client Services / Helpdesk group. In addition, works the with upper level students to develop their leadership and management skills so they in turn can be responsible to train the younger members of our student staff and gain skills they can take with them when they graduate.

4. Monitors and analyzes the helpdesk issue tracking system to evaluate efficiency, campus user support and training needs, establishes or modifies service priorities, and adjusts staff workloads as necessary.

5. Manages, schedules, coordinates and oversees daily work, meetings and projects of the Client Services Group.

6. Hires, supervises and evaluates the Client Services group staff members.

7. Responsible for training and support issues and responsible for the design, implementation and management of a multifaceted training program to address all basic levels of campus training needs including classroom training, one-on-one training, self-paced training and mentoring to department/division computer support specialists.
8. Oversees the design and implementation and day to day operations of both support request and inventory tracking software.

9. Develops hardware standards for all new end-user computer equipment that is purchased at the College and sets standards for computer replacement and end-of life determinations. Works closely with the Purchasing Manager to maintain relationships with vendors to ensure computer equipment is meeting the needs of the College and outside support is available as needed.

Additional Responsibilities:

1. Manages campus-wide printing and copying services and consults with departments on the acquisition of printing and copying equipment. Administers campus leases on large campus multi-function devices and annually reviews these contracts and oversees vendor selection.

2. Conducts regular Client Services training sessions to increase staff proficiency on supported software/hardware and overall Helpdesk efficiency.

3. Participates in Support Center call rotation responsibilities, to monitor the Helpdesk environment, service calls and contribute to the team support effort.

4. Acts as a liaison between the Client Services Group and the other technology Groups to ensure a coordinated approach to campus-wide technology support.

5. Acts as a consultant to department/divisions in evaluating computer skills of potential employees as requested/needed.

6. Remains current in industry-wide trends in campus computing, training, support, help-desk and web technology by participating in professional conferences, professional reading and membership in relevant user groups and listservs.

7. Oversees Client Services Staff in managing the public computer labs, campus kiosk clusters and plays a consultant role to individual academic departments seeking assistance with the setup and maintenance of private departmental computer labs.

Required Knowledge, Skills and Abilities:

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.
2. Bachelor’s degree in computer science or equivalent and 3+ years in managing a technology support organization.

3. Demonstrated technical management and leadership skills, team-building ability technical aptitude, service orientation, excellent communication and customer service skills, teaching ability, patience, excellent organization and problem solving skills. In addition, ability to thrive in a fast-paced environment and able to handle multiple request at one time.

4. A good knowledge of the administrative structure, policies and working methodology of the College.

5. Maintain a current knowledge of college computing and trends relating to technology support and training. Excellent working knowledge of the Windows and Macintosh operating systems and the ability to evaluate support needs and resolve or redirect service calls as necessary.

6. Managerial ability for personnel, budgets and daily operations.

7. Administrative skill in assessing, proposing and enforcing campus-wide policies for computer support and training in accordance with the College governance structure.

8. Interpersonal and communications skills in relating to the broad range of campus constituents.

Position Code: CTS-DRCS-1
Grade: 5
FLSA Status: Non-exempt