

SENIOR IT SUPPORT ADMINISTRATOR (DCC)

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for leading and overseeing the technical support team at Dutchess Community College 24 hour IT help desk. The incumbent will work with the team to provide excellent customer service in problem solving all technical issues related to a wide range of technologies, including desktops, classroom, applications, network and event support. This position is tasked with ensuring high quality technical support and outstanding client satisfaction. In addition, the incumbent may work other than normal work hours to run jobs and oversee and evaluate other shift operations. Work is performed under the general supervision of the Director of Information Security and Systems Architecture. Supervision is exercised over technical and support staff assigned to the unit.

TYPICAL WORK ACTIVITIES

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could be reasonably expected to be performed by an employee in this title.

1. Oversees a 24 hour operation related to help desk requests, problems for a variety of technologies, including campus computer desktops, printers, classroom technology, campus phone system, campus security system, and audio/video requirements for campus events
2. Manages, coordinates and prioritizes urgent and complicated support issues; acts as escalation point for all requests and incidents; evaluates and resolves client computing issues in-person and remotely;
3. Develops and manages the phone/ticket escalation process; determines root cause of issues, develops strategies for improvement, and communicates effectively to employees and students;
4. Reports data on key performance indicators (KPI) and trends to IT department and higher level administrators on a weekly, monthly and as needed basis;
5. Develops service and business level agreements including setting expectations and measurements of performance;
6. Implements an effective and workable framework for managing and improving customer IT support within the College;
7. Advises management of situations that may require additional client support or escalation;
8. Develops procedures, documentation, and training materials for support staff;
9. Hires, trains, and supervises help desk technicians and student workers, including ensuring employee security awareness and computer competency;
10. Schedules employee work hours and ensures back up support;
11. Oversees computer access control functions;
12. Responsible for network cabling and all technology implementation projects;
13. Actively participates in professional development programs, workshops, and seminars to remain current on topics related to area of responsibility.

FULL PERFORMANCE KNOWLEDGE, SKILL AND ABILITIES:

Knowledge of desktop computers, virtual computing environments, network management, and event support;

Knowledge of network cabling and cable management systems;

Knowledge of digital security systems, cameras and door locks;

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FULL PERFORMANCE KNOWLEDGE, SKILL AND ABILITIES:

Knowledge of CISCO Call Manager and CISCO Unity configuration;
Ability to trouble shoot high level audio/video systems;
Ability to provide technical support to a diverse population, leveraging a heterogenous technology ecosystem;
Ability to create a team environment of accountability and excellence;
Ability to supervise, plan, and direct the work of others;
Ability to move equipment and work in confined spaces and other various locations which may require using a ladder while installing and working on equipment that and using a variety of hand tools;
Ability to communicate effectively both orally and in writing;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Bachelor's degree in computer science, electronics, information technology or related field and one (1) year of work experience in computing and telecommunications support environments;
- OR: (B) Associate's degree in computer science, electronics, information technology or related field and three (3) years of work experience in computing and telecommunications support environments;
- OR: (C) Five (5) years of work experience in computing and telecommunications support environments;
- OR: (D) An equivalent combination of training and experience as indicated in (A) through (C) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

ADOPTED: 7/26/2019

REVISED: 10/18/19