Connecticut State Colleges & Universities
Board of Regents for Higher Education
Position Description

Title: Directory of Support Services
Rank: Administrator VI
Department: Office of Information Technology
Supervisor: Chief Information Officer or designee

Position Summary

The incumbent oversees the development, standardization, deployment, and management of organization's client computing environment. The incumbent is responsible for the end-to-end integration of infrastructure components to support the delivery of services.

Position Responsibilities

1. Provides leadership and expertise relating to organization's client computing environment including computer systems and peripherals, mobile devices, software applications, printing, computing facilities, help desk and customer service, inventory control, end-point security, and virtual clients. Oversees the end-to-end integration of infrastructure components to support the effective and efficient delivery of services.

2. Assists in the planning and expansion of organization's computing infrastructure.

3. Leads the development and implementation of standard operating procedures and policies with an emphasis on maintaining and ensuring operation continuity and security of organization's information assets.

4. Provides leadership in the technical assessment, selection, and implementation of new infrastructure technologies. Suggests changes to existing products or services to better aide the end user.

5. Plans and executes projects across IT functional teams and across the organization.

6. Leads organization's IT disaster recovery and business resumption planning, testing, and implementation pertaining to client computing.

7. Servers as a primary member on organization's IT emergency response team.

8. Supervises a team of professional staff and/or student workers.


10. Oversees the management and operation of organization's computer lab & technology-enhanced facilities.

11. Identifies and resolves cross-functional issues as they apply to operational processes within the organization, as well as recommending solutions for system-wide issues.
12. Represents organization in system-wide technology initiatives.
14. Works directly with vendors on equipment and software purchases, as well as support and maintenance contracts.
15. Develops and implements IT processes in asset management, change management, incident management, and configuration management.
16. Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

Qualification

1. B.S. in Computer Science or related areas. Advanced degree preferred.
2. At least ten (10) years of successful experience with responsibilities involving direct client computing infrastructure management and administration including computer system administration, mobile device management, software application administration, computer facility management, print management, help desk and customer support, inventory control, end-point security, and virtual clients.
3. At least five (5) years of experience in supervising full-time professional staff. Ability to motivate team members and to work effectively as part of a team. A strong work ethic is required.
4. Broad IT computing infrastructure knowledge and the ability to proactively gather and recommend relevant infrastructure changes.
5. Familiar with national and industry security standards and best practices pertaining to client computing management and administration.
6. Familiar with IT operation processes including asset management, configuration management, incident management, and change management.
8. Experience in budgetary planning and cost analysis.
9. Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
10. Strong project management capabilities including project planning, resource management, time estimation and execution. Ability to take ownership and manage projects from start to completion.
11. These qualifications may be waived for individuals with an equivalent combination of education, training and experience.

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