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

Title: Sr. Director of Support Services  
Rank: Administrator VII  
Department: Office of Information Technology  
Supervisor: Chief Information Officer or designee

Position Summary

The incumbent directs the development, standardization, deployment, and management of client computing environments across multiple ConnSCU sites. The incumbent is responsible for the end-to-end integration of infrastructure components to support the delivery of enterprise services across ConnSCU member institutions. This includes directing the development and deployment of a secured and high availability client computing infrastructure to mitigate risks, maintain continuity of operations and safeguard ConnSCU’s information assets.

Position Responsibilities

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

2. Provides leadership in the planning and expansion of ConnSCU’s client 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 ConnSCU’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 users.

5. Plans and executes system-wide projects across ConnSCU member institutions.

6. Leads the system-wide IT disaster recovery and business resumption planning, testing, and implementation pertaining to client computing.

7. servers as a primary member on system-wide IT emergency response team.

8. Manages the performance of client computing environment. Responsible for ensuring maximum issue resolution in minimum time.
9. Identifies and resolves cross-institutional issues as they apply to operational processes within ConnSCU.
10. Represents ConnSCU in state-wide technology initiatives.
12. Works directly with vendors on equipment and software purchases, as well as support and maintenance contracts.
13. Develops and implements IT processes in asset management, change management, incident management, and configuration management.
14. 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 fifteen (15) years of successful experience with responsibilities involving complex, large-scale, and multiple sites 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 desktop.
3. At least seven (7) 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. Experience in managing enterprise-scale projects 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.