

NOVEMBER 2023
FLSA: EXEMPT
SALARY GRADE: R
CBA DESIGNATION: CLASSIFIED MANAGEMENT

RIVERSIDE COMMUNITY COLLEGE DISTRICT
MANAGER, HELP DESK SERVICES

BASIC FUNCTION: Under the direction of the Associate Vice Chancellor, Information Technology and Learning Services or appropriate administrator, manages and oversees the District's Help Desk team supporting the District and colleges; ensures the timely and effective resolution of IT-related issues for employees and students; and applies technical support background to develop and promote a customer focused culture of service excellence.

SUPERVISORY RESPONSIBILITIES: Supervises, evaluates, and directs the activities of assigned staff.

REPRESENTATIVE DUTIES: The duties listed below are only intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Oversees the day-to-day operations of the RCCD IT Help Desk; ensures prompt responses and resolutions to support requests, minimizing downtime and disruption; establishes and monitors key performance metrics for the Help Desk, in order to improve response time and/or resolve systemic issues; configures and manages the Help Desk ticketing system, ensuring tickets are categorized, prioritized, routed, and escalated as necessary.
2. Leads and mentors a team of Help Desk technicians to provide higher quality, Tier 1 support; organizes training sessions to ensure the team stays current with the latest technologies and best practices; conducts regular performance evaluations, offering feedback and opportunities for growth.
3. Fosters a service-oriented environment that values promptness, courtesy, and effective resolution of incidents; fields and addresses any escalated issues, ensuring user satisfaction; collects and analyzes feedback from users to continually enhance support services.
4. Works closely with other RCCD IT units to ensure seamless integration and prompt resolution of cross-functional issues; and participates in IT projects to represent the Help Desk perspective and needs.
5. Develops and update Help Desk procedures to ensure efficient operations and service delivery; curates and maintains the RCCD IT Knowledgebase and self-service/Tier 0 support; ensures compliance with institutional policies, as well as local, state, and federal regulations related to IT support.
6. Manages the Help Desk budget, ensuring effective allocation of resources; continually assesses the need for new tools and technologies, making purchasing recommendations as necessary.
7. Maintains a friendly and supportive atmosphere for students, employees, and the public.
8. Performs other related duties, as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge Of:

1. Current and emerging theories, applications, techniques, and methods of IT management and systems as well as educational information technology infrastructure and applications.
2. Strategic, operational, and tactical planning for IT infrastructure and systems.
3. Principles and techniques of budgeting, budget reporting, and financial management.

4. Principles of employee evaluation, staff development, employee relations, and concepts of progressive discipline.
5. Principles of staff and end-user training and support services, including documentation, on-line, and classroom instruction.
6. Telecommunications equipment and protocols.
7. IT networking standards and best practices.
8. Information security best practices.
9. Customer service standards, practices, techniques, and procedures.
10. Principles of leadership, management, and supervision.
11. Oral and written communication skills, including public speaking and presentation.
12. State, federal, and international laws and regulations affecting information technology and systems.

Ability To:

1. Interpret and apply District policies and procedures, and state, federal, and international laws and regulations, as applicable.
2. Establish and maintain effective relationships with employees, students, and others.
3. Provide leadership, direction, and training for the information technology services of the District, make decisions, and be held accountable for the results.
4. Analyze complex technical, instructional, and administrative information to identify relevant issues and recognize alternatives and to formulate logical and objective resolutions.
5. Develop and recommend modifications to hardware/software, staffing, budget, program dimensions and boundaries.
6. Express difficult and complex concepts clearly and concisely, both orally and in writing.
7. Communicate networking procedures and requirements to users.
8. Analyze problems in computer operations and communications techniques.
9. Plan and organize work.
10. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic disability, and ethnic backgrounds of students, staff, and the community.

Education and Experience: a bachelor's degree from an accredited college or university in information technology, computer science, business or public administration, or a related field, and four (4) years of experience serving in an information technology support role or function; or an equivalent combination of education, training, and/or experience. Lead or supervisory experience providing Tier 1 support is highly desired.

Licenses and Certifications: A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

PHYSICAL DEMANDS:

Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 15 pounds. Employees in this position will be required to travel.

The functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

CONTACTS: Co-workers, other departmental employees, managers, project leads, and vendors/consultants.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodation for employees with disabilities. For more information, contact (951) 222-8039.

EXEMPT POSITION: This is an exempt position and is not subject to overtime.