IT Customer Support Manager
District Office
Kern Community College District
JOB DESCRIPTION

Definition

The IT Customer Support Manager reports to the Director, IT Infrastructure and provides overall leadership for ensuring the delivery of effective Information Technology (IT) support to students, faculty and staff.

Key Accountabilities

Relative to the district's IT Customer Support operation, the IT Customer Support Manager will be held accountable for the following:

- Measuring, reporting on and improving customer satisfaction
- Manage external help desk contractor and contract obligations
- Developing, documenting, communicating and executing a strategic plan for IT customer support
- Develop and implement end-user professional development plans for IT applications or related services

Examples of Duties

1. Provide leadership and oversight for the delivery of effective IT Help Desk Services (HDS) for students, faculty and staff throughout KCCD
2. Negotiate, execute, audit, monitor and measure services provider contract(s)
3. Set, track, measure and report on key support performance metrics (SLAs) for Help Desk Services
4. Implement the vision for continuous improvement of IT support services with an emphasis on proactive planning, promoting a customer focused support culture and improving the accountability of delivering effective IT support services
5. Coordinate implementation of applicable industry best practice support frameworks, such as the IT Infrastructure Library (ITIL), to improve KCCD's IT operations maturity level and move to a more customer-centric support focus for all IT services
6. In consultation with key operations managers, establish, communicate and monitor IT support service level agreements (SLAs)
7. Participate in the development and communication of a District Wide IT services portfolio (i.e. IT Services Catalog)
8. Drive the district-wide development and implementation of Hardware, Software and Support Process standards

9. Coordinate, develop and implement Asset Management processes and procedures for IT hardware and software
10. Be an active member of the change and problem management teams responsible for increased call avoidance, improved asset use and decreased end-user downtime
11. Serve as the principle representative of the end user community and represent it's views and changing needs back to the IT department
12. Document and communicate the processes, policies and procedures for obtaining IT support
13. Coordinate IT Help Desk Services efforts to:
    a. Build up and maintain self-help and knowledge base information (Tier 0) to be used by students and employees to solve common IT issues and problems
    b. Implement and manage customer satisfaction measurement and feedback processes
    c. Define, implement and track support escalation procedures
    d. Develop and maintain a knowledge management framework that documents the description and technical resolution information for common IT support requests and will be used handle IT support requests in a more timely manner
14. Perform Trending and Root Cause Analysis on reports and statistical data from IT Help Desk Services to:
    a. Identify and develop strategies for addressing chronic IT support issues
    b. Identify IT training needs for the end-user community and IT staff
15. Establish and manage procedures to ensure effective support coordination between IT Help Desk Services (Tier 1), Tier 2 and Tier 3 resources
16. Manage the development, planning, scheduling, oversight and delivery of face-to-face workshops, seminars, and anywhere/anytime Training in support of technology fluency for the end-user community
17. Manage Desktop Support services for KCCD's District Office location
18. Manage budgets associated with the IT HDS operation
19. Stay abreast of trends and industry best practices in IT HDS operations, management, technologies, sourcing strategies, procedures and changing end-user needs that could impact IT HDS
20. Plan, prioritize, and supervise the work of staff assigned to this position
21. Evaluate staff assigned to this position. Recommend personnel to fill vacancies and recommend new positions as necessary
22. Perform other duties as assigned by the Director, IT Infrastructure

Minimum Qualifications

- Bachelor's degree, preferably in a Computer or Business related field, or equivalent combination of education and experience
- Five years of progressively responsible experience interfacing with end users and performing technology problem identification, troubleshooting and resolution

- Three years of progressively responsible experience in the management and delivery of IT support services
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.
- IT Customer Support industry certifications a plus

Knowledge and Abilities

Knowledge of and Experience with:
- Technology areas such as applications, systems and networks and the inter-relationships between them
- IT related process frameworks such as ITIL
- IT service desk tools and best practices
- Best practices and standards for installation, configuration and maintenance of workstation hardware and software
- Project management principles and concepts
- Best practices for providing end-user technical support
- Reporting on and documenting projects and work tasks
- Effective consulting, presentation, influencing, problem solving and time-management practices

Ability to:
- Assess, measure, report and improve IT customer support
- Promote a customer-focused IT support environment
- Provide positive leadership
- Negotiate and manage vendor contracts and services
- Set goals, define customer needs and develop action plans to meet those needs
- Direct the development and implementation of short and long-term cohesive IT support strategies
- Provide outstanding customer service
- Implement best practices and standards for installation, configuration and maintenance of workstation hardware and software
- Develop, coordinate and implement end user IT training programs
- Effectively communicate orally, in writing and interpersonally

- Communicate and work effectively in a collaborative role with students, faculty, staff and administrators
- Effectively manage a staff with diverse backgrounds, experiences, and responsibilities
- Effectively manage projects
- Effectively manage budgets

Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1   Often—51-75 percent = 3
Occasional—25-50 percent = 2   Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
4	Ability to work at a desk, conference table or in meetings of various configurations
1	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter
4	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
1	Ability to lift 10 pounds.
1	Ability to carry 10 pounds.
4	Ability to operate office equipment.

Status/Rationale

This is a classified manager position.

Signatures/Approval

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(Employee's Signature)   (Date)

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(Supervisor's Signature)   (Date)

1/29/2025