Assistant Director of User Services, 40 hours/wk; 12 months

Information Technology

Position Summary:

End-User Support 50%

Under the supervision of Director of User Services, provide leadership in all areas of User Services including end-user support, maintaining personal computer systems, developing a distributed support framework, and overseeing mobile devices, printer and multi-function device support. Support for this technology and its software is administered through a Help Desk, a trouble-ticket system, training, and various management and inventory systems. Responsibilities also include day-to-day management of the IT student employees.

Data Analytics and Reporting 25%

The IT department utilizes a college-wide ticketing system and advanced analytics to both assign and track support services across the entire IT department. The Assistant Director of User Services will be responsible for collecting data, building reports and reporting to the IT Leadership Team in order to improve decision making and efficiency improvements related to technology support across the department.

VoIP and Phone Services 25%

The IT department provides phone services (VoIP) for the entire college. The Assistant Director of User Services ensures the availability and integrity of the voice network at Westmont College. Additionally, the Assistant Director is responsible to support and maintain the VoIP environment including working with end users, the Network and Services Department and the Cyber Security Committee. In the event of an outage the Assistant Director will work with the CIO and the Director of User Services to quickly resolve the outage.

Experience and Qualifications:

Requires an A.A. degree though a BA/BS degree in Information Technology or Computer Science is strongly preferred; minimum of 3 years work experience troubleshooting and configuring hardware and software in both Windows 10 and MacOS environments**;** minimum of 1 year user support experience; technical skill which may be verified either by completing an industry-recognized certification (examples of which include, but are not limited to, MCD, A+, N+, ACHDT, CCNA, or MCSE). A personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations required. Applicant should have a good working knowledge of MS Office, the Google Apps Suite, mobile devices, and a strong familiarity with configuring devices for wired and wireless networks. Applicant should have an extensive background with Apple including the

iOS mobile computing environment. Must be organized with good oral and written communication skills. Must be willing and able to work alongside and serve your customers/co-workers.

Responsibilities:

1. End-User Support

- Work closely with end-users to troubleshoot and resolve computer-related problems that have been submitted through the trouble reporting system. This covers hardware issues, software, network connectivity, file shares and remote work configurations.
- Research, recommend, and advise on new computers, software, mobile devices and peripherals and assist in migrating user data to new hardware following IT policies regarding updates, patches and threat protection. Collaborate with the Servers and Network team to mitigate security threats from desktop to network.
- Help maintain hardware and software inventory and licensing to facilitate the hardware replacement cycle and all appropriate repairs.
- Help train and supervise student workers for their Help Desk and Dorm Rep duties.
- Help produce online training material for faculty, staff and students to provide knowledge in efficient, safe and secure computing practices.
- Help with Student ID Card issuance and the Door Access control system.
- Keep current with industry trends and standards.

2. Data Analytics and Reporting

- Manage various IT departmental reports including ensuring data is regularly gathered and updated.
- Ensure weekly IT reports are generated and cover a variety of metrics which are used to guide overall IT activity.
- Evaluate and recommend improvements to departmental reports.
- As needed help develop new reports and provide analysis.
- Develop the ability to generate reports from both internal and external sources.
- Assist in the development of new data gathering processes specific to user support and IT managed resources.

3. Support and Maintain the VoIP systems

- Ensure the availability and integrity of the Voice Network.
- Provide support for Cisco Call Manager and Agent.
- Consult with project management clients, network peers, and vendors to address voice outages and vulnerabilities.
- Receive, analyze, monitor, and resolve Voice Network problems.
- Troubleshoot remote problems with clients and customers.
- Perform Voice Network resources administration and maintenance along with Voice Network equipment installation, as needed.
- In conjunction with Servers and Network Department, analyze network failures, isolate and repair or re-route network problems in a timely manner.

- Perform packet capture and analysis as needed. Assist in maintaining system databases (i.e., circuit inventory, toll free number, and configuration records, etc.).
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor (and others who may be affected) informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds. Westmont expects employees to avail themselves whenver necessary, demonstrating flexibility and openness to new requests and responsibilities in order to foster an environment of collaboration.
- Performs other duties as needed.

Reports to: Director of User Services, Information Technology

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