

Manager, Technical Support Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=250199>

Downloaded On: Dec. 18, 2024 11:44am

Posted Dec. 10, 2024, set to expire Nov. 29, 2025

Job Title	Manager, Technical Support
Department	IT
Institution	Austin Community College Austin, Texas
Date Posted	Dec. 10, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Manager, Technical Support

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

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Job Posting Title:

Manager, Technical Support

Job Description Summary:

The Technical Support Manager is responsible for ensuring the smooth running of the day-to-day operations of the Technical Support team. This role will work directly with partners across the institution to understand the needs of our community and deliver services and solutions that are innovative and responsive to the overall mission of the College. This position requires a significant amount of coordination between internal and external departments and vendors.

The Technical Support Manager has direct reports (including a variety of Sr. Technical Support Technicians and Technical Support Technicians), and will ensure proper training and expectations are provided, as well as mentor toward future growth and development.

Job Description:

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

- Manages responsibility for the Information Technology Service Management (ITSM) Tier 2 and 3 troubleshooting support. Defines and manages workplace operations, processes, and tools: Manages Information Technology Infrastructure Library (ITIL) processes (incidents, service requests, changes, problems, etc.) for owned services and ensures processes are in place to escalate unresolved issues to appropriate IT teams. Oversees services including but not limited to: VIP, desktop, field, on-site and technical support, Service Desk and service request fulfillment, Maintenance of user IDs and access, Managed endpoint services, IT service management, and IT asset management.
- Manages direct reports effectively, including training needs, coaching, and progressive discipline to address performance issues.
- Manages and develops strategies following the ITIL framework, including processes and systems that are focused on providing efficient coverage, service, problem resolution, and enhances the user experience through metrics, goal setting, monitoring, and feedback.
- Manages customer issues and customer escalations, provides proper communications internally and externally throughout the process, and follows up on customer complaints: Initiates customer satisfaction feedback to the Director of Technology Support Services to continually improve

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- processes, operations, and user experience.
- Responsible for managing and establishing desk side computing hardware and peripheral standards that support the technical needs of the College: Work with third-party vendors regarding supporting software and hardware changes.
 - Manages communications, updates, procedures, and service responsibilities for and with IT partners (academic and business IT partners) to address critical customer needs and concerns, system issues, and prepare communication to customers, such as incident reports and downtime notifications to continuously improve support efficiency, self service, and automation.
 - Works with other TSS managers and security staff to manage, update, and ensure comprehensive documentation of operation guidelines and procedures are compliant with policies and regulations.
 - Identifies, monitors, publishes, and manages goals and measurements to show continuous improvements to workplace operations: Provides dashboards with metrics showcasing the efficiency and quality of the support team via daily, weekly, monthly, quarterly and/or annual reporting.
 - Other responsibilities may be assigned as appropriate, as this is not a comprehensive list.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Understanding of principles, methods, and techniques used in all phases of installation, administration and maintenance of IT systems; adhere to best practice principles for support as expressed by industry standard frameworks such as ITIL, Project Management, System Center Configuration Manager (SCCM), Configuration Management Database (CMDB), and various others.
- Understanding and administration of ITSM solutions and ticketing systems.
- Understanding and administration of Endpoint Management solutions such as Workspace One and JAMF.
- Be adaptable to changing priorities and technical directives in a fast growth institution.
- Hardware, software, and peripheral equipment troubleshooting techniques.
- Working knowledge of the following: administration, maintenance of Windows, Apple or Linux operating systems, network topologies and protocols, web-based software services.
- Supervisory principles, practices, and methods.

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Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Maintaining an established work schedule and providing on call direction as needed to resolve computer-related problems.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Strong verbal and written communication skills. Communication with customers at multiple skill levels will be required: Communicate effectively and clearly with non-technical customers regarding problem identification, procedural change, hardware or application program modification, and problem resolution.
- Efficiently meeting deadlines, schedules, and target dates.
- Effectively supervising, leading, and delegating tasks and authority.
- Maintaining confidentiality of work-related information and materials.
- Strong analytical skills and the ability to solve complex and challenging problems in an efficient, maintainable, and flexible way. Ability to gauge the scope and impact of problems and escalate as required.

Technology Skills

- Understanding of ITIL fundamentals in practice to provide the best end user experiences when implementing new solutions or change.
- Understanding of endpoint management solutions and the organization of the backend topology to meet the needs of a growing environment.
- Understanding workflows and essential needs for an ITSM solution to be efficient and effective for its end users.
- Demonstrates competency in the technical implementation and design of hardware/software specifications from specification to deployment.
- Experience with analyzing and evaluating incident reports to make recommendations to reduce incident rate.
- Understanding of the lifecycle of IT services and support operations and being able to calculate and forecast costs.

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Required Work Experience

- Technical Support Management: 5+ years minimum.
- Have 5+ years of experience in a technical support position.
- 3 years of experience managing teams providing support using remote-endpoint management solutions (e.g. JAMF, Workspace One, Intune)
- 3 years of experience managing a metric-driven service environment using ITSM data such as: time to resolve, CSAT, first call resolution, etc.
- Knowledge and experience with change management, incident management, CMDB, ITIL, Project Management, metrics, goals, and monitoring.
- Knowledge and experience with service desk ticketing systems: Remedy, ServiceNow, Zendesk, Mojo Helpdesk, etc.
- Experience and expertise in providing high-level technical support to customers.

Preferred Work Experience

- 2 or more years managing support teams in a multi-campus environment.

Required Education

- Bachelor's Degree

Preferred Certification

Two or more of the following industry standards:

- ITIL Certification
- ITSM Certification
- MCSE Certification

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- MCSA Certification
- MCP Certification
- CCNA Certification
- A+ Certification
- Network+ Certification
- Security+ Certification
- PMP

Physical Requirements

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 50 pounds.

Safety

- Supervise safe operation of the unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.

Salary Range

\$97,689 - \$122,111

Number of Openings:

1

Job Posting Close Date:

January 3, 2025

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As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Manager--Technical-Support_R-6926

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

IT
Austin Community College

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