Manager, Technical Support Services
Austin Community College

Job Title	Manager, Technical Support Services
Department	Staff
Institution	Austin Community College
	Austin, Texas
Date Posted	Sep. 23, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/6585075
Apply By Email	

Job Description

Manager, Technical Support Services

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.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. -AR 4.0300.01

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

Job Posting Title:
Manager, Technical Support Services

Job Description Summary:
Leads the collegewide faculty and staff Service Desk, in pursuit of exceptional customer service and efficient resolution through ITIL-based processes and data-driven performance management. Oversees Tier 1 and Tier 2 technical support, ticket management, and service desk automation to meet and exceed defined KPIs and SLAs. Actively supports the team by assisting with calls, ticket triage, and quality monitoring to maintain consistency and high service standards.

Job Description:

Description of Duties and Tasks

- Manage daily Service Desk operations, applying ITIL best practices for incident, request, change, and problem management.

- Assist team members in taking incoming calls during peak demand or escalations.
- Monitor live and recorded calls to assess quality, consistency, and adherence to service standards; provide feedback and coaching.
- Oversee ticket triage, monitoring, and prioritization to ensure timely and accurate routing.
- Track ticket response rates and evaluate the quality of responses; implement process improvements to increase first-contact resolution.
- Define and monitor KPIs, SLAs, and operational metrics; implement corrective actions to ensure targets are met.
- Design workflows and automation to improve resolution speed, self-service adoption, and end-user satisfaction.
- Analyze ticket and call trends to identify root causes, reduce repeat incidents, and improve service.
- Develop, document, and maintain standardized operational procedures aligned with quality and compliance standards.
- Supervise, train, coach, and evaluate Service Desk staff; manage hiring, performance, and development in accordance with policy and law.
- Collaborate with IT, Academic Technology, and Information Security teams to resolve escalations and optimize service delivery.
- Promote a metrics-driven, continual service improvement culture within the team.
- Occasional work outside of normal hours during peak periods for the college as needed.

Knowledge

- Deep knowledge of ITIL framework and its application to service desk operations. Expertise in developing, tracking, and reporting on KPIs, SLAs, and performance dashboards.
- Proficiency in ticketing systems, call center metrics, call quality monitoring, and workflow automation.
- Strong hardware/software troubleshooting (Windows, macOS) and basic networking knowledge.

Skills

- Excellent leadership, communication, and customer service skills.
- Ability to prioritize multiple high-impact initiatives in a fast-paced, metrics-focused environment.
- Demonstrated success in metric-driven management, quality monitoring, and continual service

improvement.

Technology Skills

- Service desk ticketing system configuration and optimization.
- Call monitoring and quality assessment tools.
- Workflow design and reporting.
- Incident trend analysis and problem prevention strategies.
- Development of technical and procedural documentation.
- Remote support and problem resolution tools.

Required Experience

- Five (5) years related experience.

Preferred Experience

- Minimum 5 years in IT service desk management; 5-10 years in technical support roles.
- Proven experience applying ITIL processes to improve service delivery and customer satisfaction.

Required Education

- Bachelor's degree in IT or related field or equivalent (10 years) IT work experience.

Preferred Education

- Bachelor's degree in IT or related field or equivalent (10 years) IT work experience.

Preferred Certifications

- ITIL Certification
- ITSM Certification
- HDI Certification

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 10 pounds.

Safety

- Supervise safe operation of 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

$88,465 - $110,581

Number of Openings:
1

Job Posting Close Date:
October 4, 2025

Clery Act

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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-Services_R-8210

Contact Information

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

Contact

Staff

Austin Community College

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