IT Service Desk Supervisor

Job Category: Computing/Information Technology
Unit: Information Technology
Position Code: SIT8524A
Status: Open
Closing Date: 11/30/2018
Salary: $60,000 - $70,000
Location: Campus Site

Background check: Background check and fingerprinting may be required

Description: Under the direction of the Director of Service Management of the Office of Information Technology (OIT), the Service Desk Supervisor oversees all aspects of the Service Desk operations. The Service Desk is OIT's first point of contact for all student, faculty and staff IT campus needs. The supervisor will be responsible overseeing the Service Desk team, which consists of day-to-day operations, managing weekly schedules, delivering performance reviews, projects as assigned, student employee management, escalation handling, process documentation and other functions typically required in the managing of service desk operations. This is an exciting opportunity for a talented individual who is passionate about working in a fast-paced environment with a great attitude.

Key Responsibilities:
• Provides direction to staff according to established policies and management guidance.
• Identifies area for improvement along with strategic planning and manage these ideas to fruition.
• Administers policies that directly affect subordinate staff.
• Recommends changes to department policies and practices.
• Prioritizes tasks and assignments delegated by management and clients.
• Establishes procedural methods and policies to insure smooth delivery of routine services.
• Attention to detail and delivery, excellent follow-through, and a high level of accountability.
• Responsible for client relationship management with campus, including OIT and an advocate for our clients.
• Perform a variety of management and coordination responsibilities such as hire, train, supervise and support career staff.

The Office of Information Technology is a campus-wide service organization dedicated to the strategic planning, implementation and support of technology products and services that anticipate and meet the academic, research and administrative needs of the UC Merced community. OIT offers technical leadership and services to our clients with a focus on providing innovative solutions, delivering exceptional customer service, and creating a reliable infrastructure that demonstrates value to the students, faculty, staff, alumni and the broader community. For a full technical job description, email "request full JD" to rmckinney2@ucmerced.edu

Qualifications: • Bachelor's degree in related area and/or equivalent experience/training.

• A minimum of 2 years of experience managing an information technology organization, or experience commensurate to the working knowledge of the university environment and management experience required.

• Preferred experience in consultation; determining customer needs and identifying

solutions.

• Thorough knowledge of desktop and business/technical support systems, including working knowledge of microcomputer and workstation hardware, operating systems and network hardware and software.

• Experience with a wide range of application software packages.

• Working knowledge of IT-related products and services.

• General knowledge of other areas of IT.

• Requires independent judgment and strong organization and communication skills and customer service focus.

• Ability to use diplomacy when dealing with location officials, medical professionals, professors or managers.

• Ability to correctly diagnose problems and determine source of problem (hardware, operating system or software).

• Strong knowledge and understanding of service delivery (ITSM and ITIL) principles.

• Demonstrated ability to oversee and develop tools to aid day-to-day operations and functions.

• Experience in consultation; determining customer needs and identifying solutions.

• Thorough knowledge of supervisory and leadership techniques in managing staff.

• Experience in supervision and management of students and other employees in a university environment.

• Experienced in leading change management activities and managing their impact across the unit or department.

• Excellent oral and written communication skills, including the ability to effectively present technical topics to individuals and groups with potentially varied levels of technical sophistication.

TO REALLY WOW THE RECRUITNG TEAM, YOU WILL BRING:

• Show us a great attitude and personal interaction.

• Demonstrate a REAL understanding of customer service and will stay close to "the experience", acting as a genuine advocate for the end-user.

• Be able to show recognition for the team for applying proper and effective troubleshooting skills.

• Look for opportunities and efficiencies in implementing technology solutions.

• Experience in running front line operations.

• Philosophy that instills a culture of quality over quantity.

• Works to build relationships across the campus including OIT.

To Apply: Please complete a UC Merced application and email along with resume and cover letter to ucmcareers@ucmerced.edu. Please indicate in the subject line of your email the Position

Title and Position Number you are applying for. For questions regarding how to apply please email ucmcareers@ucmerced.edu or call 209-228-8247.

If you do not have internet access you may mail your application, resume, and cover letter to: University of California, Merced, 5200 North Lake Rd., Merced CA 95343. Please list the job number on the subject line.

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, age or protected veteran status.

For the complete University of California nondiscrimination and affirmative action policy see: http://policy.ucop.edu/doc/4000376/NondiscrimAffirmAct.

As of January 1, 2014 the University of California, Merced will be a smoke and tobacco free workplace. Information and the Smoke and Tobacco Free policy is available at http://smokefree.ucmerced.edu

E-Verify: Effective September 8, 2009, all employers who receive Federal contracts and grants are required to comply with E-Verify, an Internet-based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA). E-Verify electronically verifies employment eligibility by comparing information provided on the I-9 form to records in the DHS and SSA databases. Certain positions funded by federal contracts/subcontracts requires UC Merced to notify job applicants that an E-Verify check will be conducted and the successful candidate must pass the E-Verify check. More Information

For information on the comprehensive benefits package offered by the University of California visit:
http://ucnet.universityofcalifornia.edu/compensation-and-benefits/