

Manager, Support Services

FLSA Status: Exempt

Pay Grade: 27

Job Title ID: 19152

Job Series/Job Family: Information Technology Series / Support Services Family

Reports To

Director, Support Services

Job Purpose

To manage the installation, implementation, and maintenance of vendor-delivered software products and upgrades to ACC's Colleague integrated system; to keep ACC current with new technologies and web deployment; manage day-to-day operations of the College's integrated systems and provides primary backup support to the Director.

Description of Duties and Tasks

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

Required

1. Manages the implementation, maintenance and evaluation of the vendor-delivered software product ACC Online Services (Web Advisor) for students, faculty, and employees.
2. Oversees the management of Web e-commerce and e-commerce for all cashiers offices.
3. Administers ACC's Administrative Database (Unidata).
4. Manages day-to-day operations for ACC's Colleague administrative integrated system.
5. Develops work plans, goals, and objectives that are focused on providing processing of all Support Services processes, including meeting deadlines, schedules, and target dates.
6. Plans, installs, and test new software releases, software fixes, and enhancements.
7. Researches new software products and tools to determine feasibility with regard to current structure and requirements of ACC.
8. Tests, implements, and monitors new procedures, applications, and tools to improve processes and services.
9. Creates policies and standards for Support Services and quality control; creates and implements backup procedures and off-site storage arrangements in accordance with State Records Retention Guidelines.
10. Collaborates in discussions with users, programming, systems and networking staff regarding new work, budget recommendations, production problems identification and resolution.

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.

Required

- IBM AIX and Windows computer operations.
- Web e-commerce and online services systems.
- Current data security standards, guidelines in relation to state records retention, and data services disaster prevention and recovery planning.
- Planning and implementation processes in relation to quality programs.
- Supervisory principles, practices, and methods.

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.

Required

- Maintaining an established work schedule and provide on-call assistance as required.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Ensuring administrative applications availability and planning for consistent coverage of support services.
- Researching and analyzing new software products and tools.
- Creating and implementing policies and standards in relation to computer operations and quality control.
- Effectively supervising, guiding, and delegating tasks and authority.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and query and control languages, system administration, database management systems, web functionality and providing technical support for Desktop Software.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Two years work experience in IT or related field, including one year supervisory work experience.

Preferred

- Five years IT work experience, including two years supervisory work experience.

Education

Required

- Bachelor's degree in computer information systems or related field.

Safety

Required

- 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.