Job Description

PimaCommunityCollege

Position Title: Supervisor, End User Support

Job Group: Information Technology   Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Supervision, End User Support manages the educational technology team. Oversees learning space technologies and long term planning. Works with internal teams to set baseline standards for equipment and collaborates with managers to plan for user facing technology and upgrade budget. Provides project management, coordination, and oversight of projects. Supervises educational technology staff.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Works with faculty to determine technology needs for each classroom, lab, and other learning spaces.

2. Manages, coordinates, and provides oversight of projects across multiple sites with multiple vendors requiring collaboration and communication with various academic programs, Pima College facilities, and the City of Tucson.

3. Sets direction for learning space technologies and long-term planning with the IT Director of User Support Services and academic leadership.

4. Identifies emerging technologies to investigate for adding to baseline audio-visual technology standards.

5. Creates classroom and conference room technology standards. Works with Education Technology team and User Support Services (USS) Leadership Team to set baseline standards for equipment to be installed in upgraded classrooms.

6. Participates in USS-LT (User Support Services Leadership Team) meetings. Collaborates with the USS Director and USS-LT managers to set direction for user facing technology.

7. Works with USS Director and USS Purchasing Manager to manage academic upgrades budget.

8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in current and applicable hardware, software, and peripheral equipment

2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills

3. Skill in project management principles, processes, and techniques

4. Skill in performing a variety of duties, often changing from one task to another of a different nature

5. Skill in positive, productive and flexible customer service

6. Ability to adapt to a rapidly changing technical environment

7. Ability to work with independently as well as in a team environment

Supervision:

- Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Informational Technology or a closely related field of study required.
- Three (3) to five (5) years of related experience with end user support.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required