Job Title: Director, User Support Services

Job ID: 6770

Full/Part Time: Full-Time

Regular/Temporary: Regular

Job Code: 3312 / Administrator II

Job Grade: Range A

Salary From: If applicable  Salary To: If applicable

Department: IT Help Center-8216

Major Duties
Under general direction of the Associate Vice President, Information Technology, the Director, User Support Services manages the operations function of the User Support Services area, which includes the support of the University Help Desk functions, the Walk-In Center, Classroom Technology Support, Desktop, and Computer Support Services. The incumbent participates in overall IT and User Support Services planning, policies and procedures development, and decision making; conducts in-depth studies; represents IT with respect to operational matters for User Support Services and IT at University meetings; develops internal and external communication strategy for IT and coordinates efforts of User Support Services and other IT units to ensure effective communication to the campus community; manages the day-to-day operations of the IT Help Center, Computer Support Services, and Classroom Technology Support; maximizing the flow of effective communication to the campus community and IT governance regarding project communications, alerts, outages and other key updates with a particular emphasis on improving and maximizing the delivery of communications through the IT web site; collaborates with other CSUN organizations to ensure that we are delivering the highest quality of service to the campus; coordinates the selection, hiring, training, and scheduling of the staff and student workers; delegates work tasks and project assignments; conducts performance reviews and sets goals for the department; reviews and coordinates the implementation of tools to maximize the efficiency of the department; leads project teams to support User Support Services initiatives; collaborates with other CSU support organizations to bring state-of-the-art technologies and processes to bear at CSUN; analyzes departmental equipment and resource needs and coordinate their implementation; and performs other duties as assigned.

Qualifications
Equivalent to graduation from an accredited four-year college or university with a Bachelor's degree in a job-related field. Equivalent to five years of progressively responsible professional/administrative experience in computing with a focus on Help Desk operations and computer support; with two of the five years in a managerial role preferred. Experience in quality assurance practices including call audits and customer satisfaction survey tools in Higher Education, also preferred.

Knowledge, Skills, & Abilities
Demonstrated ability to: coordinate and supervise; work effectively with technical and nontechnical managerial and professional staff with the ability to understand the perspectives of campus users inside and outside of the Information Technology Division. Demonstrated knowledge in technology development, documentation, testing, implementation and/or maintenance. Excellent communications and written skills, with the strategic ability to deliver technology communication to technical and nontechnical users. Excellent organizational abilities.

Pay, Benefits, & Work Schedule
Salary is commensurate with knowledge, skills, and experience. The university offers an excellent benefit package.
General Information
A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is a sensitive position as designated by the CSU. A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position. Additionally, the person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

How to Apply
Candidates should apply by completing the CSUN on-line application utilizing http://bit.ly/HR_CSUN link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Initial review begins May 22, 2017 and will continue until position is filled.

For more detailed information on the application and hiring process, please view the link below:
http://www.csun.edu/careers/

Equal Employment Opportunity
California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.

(5/2/17)