



Job Description

Job Title: End-User Computer Manager

JTC: TAO

Salary Range: N07

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for enhancing the customer experience as well as enabling the users to be more efficient through support and the implementation of solutions to enhance user productivity and satisfaction. Provides accurate, timely, and sustainable solutions to end user computer and networking problems of a basic to moderate nature.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to provide technical expertise in the areas of end-user hardware and software. Experience in implementing process improvement programs, determining root cause analysis and trend analysis for service desks. Advanced knowledge of network management software, concepts, and troubleshooting techniques are necessary to resolve advanced network and desktop problems. Understands the most effective and efficient way to accomplish tasks within the parameters of organizational hierarchy, processes, systems and policies.

Able to assist in the selection and procurement of both hardware and software while managing the vendor relationships. Demonstrated ability to plan and execute security initiatives, infrastructure upgrades and migration projects for end user computing. Able to diagnose computer hardware, network systems and computer software programs accurately. Acts with personal, professional and behavioral integrity.

Ability to effectively build a network of contacts internal/external to the organization and to foster effective teambuilding among diverse stakeholders and constituents. Must be able to collaborate with team members and end users to identify, diagnosis, troubleshoot and resolve issues. Ability to work cross-functionally with various organizations to execute action plans that drive organization change.

Ability to coordinate device standards and operational roadmaps for end users with the appropriate internal/external teams and suppliers relating to services delivered to the enterprise. Must be able to analyze and solve technical problems regularly and identify trends for recurring problems, if any, to reduce or eliminate such problems.

Must have excellent customer service, project management and organizational skills to resolve issues and handle escalations in a timely manner. Must have excellent listening, oral and written communication skills in order to follow-up and communicate with diverse stakeholders and constituents within the DCCCD network community. Able to communicate technical concepts to non-technical audiences.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelors Degree with five (5) years of experience in related field. Official transcripts will be required. Work hours may extend beyond the normal, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for managing the services and technologies of end user services including user requirements, existing system work flows and procedures. Perform technical evaluations, configuration and integration design, verification and validation, and implementation of client computing software, hardware, and management solutions. Oversee end user devices pertaining to day to day operations while managing within a service lifecycle framework and adhering to Information Technology Infrastructure Library (ITIL) methodologies, processes, and toolsets.

Develop processes and procedures that are aligned to the levels of support needed by the user community. Provides preventative actions and assists in finding solutions to recurring software and hardware problems. Configures, installs and/or upgrades hardware, software and other peripherals of the end user systems. Ensure end user computing operations are compliant with the latest technology and security standards, strategies and roadmaps.

Responsible for enabling end users to be more efficient through support and implementation of solutions that enhance user productivity and satisfaction. Coordinate with IT team members to provide solid and innovative solutions on typical end user problems. Participates on task forces and committees related to changes within the information technology environment.

Ensures continuous process improvements to support improved performance levels by keeping abreast of technological changes and best practices through professional development activities. Develops solutions to overcome potential obstacles to successful implementation of initiatives. Assist users by providing training and clarification of problems. Ensure appropriate reporting and metrics are being delivered.

Provides clear, concise information in verbal, written, electronic and other communication formats to stakeholders and constituents within the DCCCD community network. Maintains overall end user service satisfaction by providing continuous quality customer service and support.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.