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Sul Ross State University
Position Description

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Official Title: Director of Customer Service and Instructional Technology   **Salary Group**: Unclassified (6) **Job Code**: 1282

Summary

Function: Oversee helpdesk operations, customer service counters, instructional technology, and student open access computer labs. Provide end user support for various Instruction related systems on Alpine and RGC campuses. Assist the CIO in developing and implementing the strategic plan for OIT and ensures all activities align with the mission, vision and goals of OIT. Maintain current knowledge of distance learning issues, trends, and pedagogy, including online course design and development; outcomes assessment; and be capable of identifying areas for improvement. Coordinate and conduct training sessions and workshops for faculty and staff on OIT services, office productivity tools, instructional technologies and supported software.

Scope:

Duties:

Manages helpdesk operations for all SRSU faculty, staff and students; Supervises OIT customer support operations on Alpine and RGC campuses; ensures appropriate and consistent services are provided; and responds to user requests for special services and events; Works with faculty to research, develop, recommend and integrate instructional technologies for classrooms, distance learning, and online instruction (Learning Management System, lecture capture, distance learning, web conferencing, video conferencing, etc.); develops strategies to increase customer trouble resolution rate, ticket and call resolution rates for the helpdesk; Collaborates with other OIT departments to ensure timely trouble ticket resolution to reach SLA; Identifies, develops and monitors key performance indicators for operational excellence, customer service and, technology resource utilization and support; Conducts customer focus surveys and evaluates customer needs and satisfaction; Recommends to CIO strategies and actions for improving service delivery and customer satisfaction; implements customer support standards, policies, and operating procedures in alignment with the mission, vision and goals of OIT; Manages assigned projects ensuring timely completion project deliverables; Assists the CIO in developing the operational budget for the Customer Service and Instructional Technology department; Evaluates, mentors and advances staffs; maintains a knowledge management system for sharing, documenting and cross-training; Develops and conducts trainings for staff and faculty on OIT services and productivity tools; Utilize various marketing techniques such as web, video production, podcasts, social media etc. to deliver SRSU success stories and promote online courses and programs; Assist in maintaining an accurate inventory of all technical equipment; Other duties as assigned by supervisor of rank and file.

Supervision

Received: Reports directly to the CIO

Given: Oversee staffs in OIT Customer service and Instructional Technology, including student workers

Education

Required: Bachelor's degree in Computer Science or related field; excellent communication and writing skills;

Preferred: Master's (or Higher); working in Higher Education or K-12, experience teaching/ supporting instruction in the classroom and online; two or more years of experience supervising staff; experience with learning management systems and instructional technologies. Experience with distance learning and video conferencing systems; Ability to work as a team leader; experience in project management;

Preferred: Certifications in project management or customer service or helpdesk management or ITIL or MCITP

Equipment/Skills
Required: Knowledge of using multimedia technologies and Microsoft software

Preferred: Knowledge of both PC and Mac platforms; Bilingual: Spanish/English

Working Conditions
Usual: Position is Security Sensitive.

Special:
Any qualifications to be considered in lieu of stated minimums require the prior approval of the Human Resources Director.

Date revised: April, 2012