

INFORMATION TECHNOLOGY SERVICE DELIVERY SUPERVISOR (DISTRICT OFFICE)

DEFINITION

Under the direction of the assigned administrator, supervise, coordinate and perform the activities of the District Information Technology (IT) Service Delivery Team; collaborate with departments and users to ensure the delivery of IT services; maintain user relations.

TYPICAL DUTIES

Supervise, coordinate and perform activities related to the implementation and maintenance of departmental and enterprise processes and tools/systems supporting Information Technology Service Management (ITSM); implement and support procedures that include, but are not limited to, incident management, request management, problem management, change management, IT asset management, knowledge management, project management, desktop support, and mobile device management; stay current on industry trends and advancements; recommend changes in procedures as appropriate and implement continuous process improvements for the department and across the District; monitor and analyze service performance metrics; respond to verbal, written, and electronic inquiries from users regarding status of work requests, backlog, and issues; provide technical expertise to employees; oversee daily operations of the team to ensure user IT needs are satisfactorily addressed and issues are resolved timely; lead, support, and participate in IT projects; confer with College and District Office Departments to coordinate efforts and enhance IT services; establish department goals according to guidelines; supervise, train, and evaluate assigned employees; participate in interviewing and selecting new employees; operate office equipment including computers utilizing the MS Office suite and similar software applications; assure compliance with good IT practices; ensure accountability and adherence to applicable laws, regulations, policies, and procedures; prepare, monitor, and maintain budgets and expenditures for assigned functions and activities in accordance with District policies; administer disciplinary actions if necessary; perform related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Two years in a lead or supervisory role. Four years of increasingly responsible experience in IT service management, desktop support, application/product support, user-centered design, and/or customer relationship management (the required lead/supervisory experience may also be used towards meeting this requirement if in the required fields).

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

Bachelor's degree from an accredited institution.

KNOWLEDGE OF

Principles and practices of effective leadership, supervision, and training; applicable federal, state, and local laws and regulations, such as Education Code, Labor Code; applicable District policies, regulations, collective bargaining agreements, standard operating procedures, and objectives of assigned programs; current industry practices; Information Technology Infrastructure Library (ITIL) framework; ITSM principles, practices, and tools/systems; IT system analysis, design, development, implementation, and

maintenance procedures and methodologies; rules and regulations pertaining to IT activities, data confidentiality, IT department organization, operations, policies, and objectives; budget preparation and control; principles and practices of supervision and training;; oral and written communication skills; and modern office practices, procedures, and equipment.

ABILITY TO

Perform the essential functions of the position; supervise and prioritize the work of assigned areas of responsibility; select, train and evaluate employees; accurately apply and explain laws, regulations, and policies; identify, implement, and maintain sustainable systems, materials, equipment, and practices; plan, supervise, and participate in activities and operations of a District IT department; recommend enterprise processes and procedures for services; prepare, review, verify, and process relevant forms and documents; obtain verbal and written price quotations; purchase goods and services in compliance with specifications and financial constraints; expedite software upgrades and enhancements to facilitate user requirements; may prepare complex technical specifications; evaluate product capability and cost effectiveness; collaborate and communicate with all levels of employees across the organization; analyze situations appropriately, develop courses of action to resolve problems, and implement solutions; meet schedules and timelines; prepare clear, complete, and concise reports; maintain accurate and organized records; communicate information and give instructions clearly, concisely, and logically to others; prepare and deliver presentations; utilize current technology to effectively perform responsibilities; establish and maintain cooperative and effective working relationships with others; use interpersonal skills such as tact, patience, and courtesy; work cooperatively with the public, students, and employees; exercise initiative and sound judgment; work well in a group setting as well as independently with little direction or guidance; exercise discretion and confidentiality.

Collaborate and foster inclusion in a diverse organization.

Have sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of individuals.