

JOB DESCRIPTION:	Director – User Support		
DEPARTMENT:	Information Technology		
REPORT TO:	Chief Information Officer		
EEO CLASSIFICATION:	1 st Level Executive/Managerial	FLSA STATUS:	Exempt
CUPA HR	#463130	DATE APPROVED:	26-OCT-2020
CLASSIFICATION:		DATE MODIFIED:	11-JUN-2025

SUMMARY: Oversees the daily activities of the information technology service desk staff.

DUTIES:

1. Oversees and monitors provision of computer support services to users in departments and/or computer labs.
2. Selects, trains, orients, and assigns duties to employees and/or work-studies.
3. Provides information and resolves equipment problems ensuring customer satisfaction.
4. May participate in procurement, installation, and implementation of hardware and software.
5. Assists in the annual budget planning process and regularly monitors expenditures.
6. Performs routine hardware and software maintenance and assists in proper upkeep and utilization of systems.
7. Participates in the development of operating goals and objectives for the service desk.
8. Recommends, implements, and administers methods and procedures to enhance operations.
9. Maintains a broad knowledge of state-of-the-art technology, equipment, and/or systems.
10. Provides service desk support (including online applications training) to students, faculty and staff.
11. Monitors and works with Information Technology Service Manager (ITSM) solution to track and resolve work tickets.
12. Collaborates with Network, Systems Admin, Database and Academic Computing for tickets entered into the ITSM.
13. Maintains a working knowledge of all deployed applications.
14. Assists in system-related maintenance, as requested, and provides assistance in testing of new or upgraded applications.
15. Acts as liaison for technical support to off-campus sites.
16. Serves on special committees, project teams and work groups related to various IT initiatives.
17. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
18. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High school diploma or GED equivalent with 5 to 7 years of experience directly related to the duties and responsibilities specified including one year of experience providing technical support in an educational setting. Three years of experience providing user support or call center experience is preferred. Prior technology training and supervisory experiences a plus. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures. Ability to communicate effectively,

both orally and in writing. Ability to provide technical leadership and operational coordination of computer use consulting and support services to clients. Ability to perform preventive maintenance on computer hardware and software. Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems. Knowledge of current technological developments/trends in area of expertise. Ability to resolve customer complaints and concerns. Ability to develop, plan, and implement short- and long-range goals. Ability to establish working processes to monitor and evaluate the performance of the user support group. Ability to supervise and train staff, including organizing, prioritizing, and scheduling work assignments. Ability to foster a cooperative work environment. Skill in budget preparation and fiscal management. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands (With or Without Accommodations):** Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)