



JOB DESCRIPTION



INFORMATION

Job Title:	<i>Service Desk Manager</i>	EEOC Job Classification	Professionals
		FLSA Classification	Exempt
Department:	IT	W/C Classification	8810 – Clerical
Reports To:	Director of Information Technology Operations	Reviewed	8/4/2022

SUMMARY

Advance the mission and vision of TMUS by providing oversight to both service desk operations and personnel with professionalism and timeliness in a highly dynamic environment. This position focuses on sustaining the technical infrastructure through both proactive and reactive means with high premiums placed on customer service and tactful communication. Where appropriate, the Service Desk Manager assists in proactively aligning technology with the institution's strategic goals. This position works in tight concord with the Lead Support Analyst, the Infrastructure and Security Engineer, and part-time support staff.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Passionately owns all Service Desk operations and regularly communicates risks and potential improvements with the Director of IT Operations.
- Works closely with the Senior Support Analyst to direct, dispatch, coordinate, evaluate and prioritize service requests from TMU constituents and valued partners while appropriately ensuring satisfactory resolution in a timely fashion.
- Manages communication with faculty and staff with a high level of customer service while utilizing tact and diplomacy in order to satisfy or adjust expectations, especially as it relates to campus strategic goals.
- Ensure quality service request resolution through utilizing appropriate mechanisms (such as call auditing, ticket review, surveys, helpdesk software reporting, etc.).
- Researches and facilitates budgeting, purchasing, and deploying of mainline user technologies such as laptops, desktops, mobile devices, etc. according to the established replacement cycle.
- Maintain an orderly and functional physical work environment in the public areas of support.
- Oversee, sustain, and advance service desk request system.
- Coordinate and manage special event technological needs (ASD, Wow Check-in, etc.).
- Facilitate the maintenance of campus A/V systems and response to A/V emergencies.
- Works closely with the Director of IT Operations on appropriate project execution, evaluation of current systems and making decisions impacting future infrastructure development.
- Actively participate and contribute to a strong team dynamic when interfacing with other members of the IT Operations team.
- Sustain and advance personal technological literacy through appropriate means of professional development as relevant to the position of Service Desk Manager.
- Works closely with management team in the evaluation of current IT systems and making decisions on future development.
- Performs other related duties as assigned.

QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Excellent written and verbal communication skills
- Strong organizational and interpersonal skills
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Expert knowledge and troubleshooting skills in mainstream operating systems, computer hardware, software, networking technologies with a commensurate ability to determine whether a particular problem is caused by hardware, operating systems software, application program, or network failure.
- Exercise confidentiality, good judgment and discernment.
- Experience and ability to teach or instruct support staff.
- Maintains an appropriate technical open-mindedness to remain innovative in perspective.
- Possesses a consistent efficiency-improving mindset as applied to processes, hardware, or software.
- Ability to maintain a pulse on new technologies that have a direct impact on our user base.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- Assign, plan, and oversee the work of the Service Desk personnel, including student employees.
- Handle discipline and termination of employees as needed and in accordance with TMUS policy.
- Train employees, verify timecards, and monitor budget.
- Complete employee evaluations and help maintain up to date job descriptions.

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience in related field.
- At least three years' experience technical service experience, preferably in an educational institution.
- Proficient in mainline user technologies (such as Apple and Microsoft ecosystems).
- Proficient in Microsoft Office Suite or similar software.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; possess full dexterity of hands and arms; and reach with hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.
- No travel with overnight stay expected.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.