

JOB INFORMATION

| | |
|-------------------------|---|
| Effective Date | 10/20/2021 |
| Job Code: | 3906 |
| Job Title: | Associate Director, Technical Services |
| Salary Grade/Structure: | 007 - Computing |
| Career Level Name: | |
| FLSA Name: | Exempt |
| EEO Code: | 10-Exec, Admin, Mgmt |
| Job Function: | Information Technology |
| Job Family: | IT Support |
| Job Summary | The position is responsible for the management of the Telecommunications, Audio Visual, Help Desk and Technical Services units of UCT. This position will make technical contributions to the Audio Visual, Help Desk, Operations, Telecommunications and Technical Services functions while interfacing directly with the Administrative and Academic community to ensure their technical requirements are met. Supervise Technical Services, Audio Visual and Help Desk; set production schedules for equipment repairs and installation and telecommunications work. |

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

| Education Level | Education Details | Required/Preferred | |
|-------------------|--|--------------------|--|
| Bachelor's Degree | Progress toward a Bachelors degree in Computer Science, Engineering or Information Systems | Required | |
| Bachelor's Degree | in Computer Science, Engineering or Information Systems | Preferred | |

Work Experience

| Experience | Experience Details | Required/Preferred | |
|--------------|--|--------------------|--|
| Some | years of hands-on, comprehensive experience in management of Computer Operations function with UNIX, HP3000/58 or VAX using VMS Operating System. Networking experience with Ethernet or other networking software. Telecommunications experience should include Siemens CBX Phonemail and call processing. Managerial experience handling schedules, reviews, hiring of a staff of ten or more people | Required | |
| Considerable | years of required experience, plus experience in BAX VMS Operating System | Preferred | |

Licenses and Certifications

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/ Preferred | |
|-------------------------|--------------------------------|------------|------------------------|--|
|-------------------------|--------------------------------|------------|------------------------|--|

Knowledge, Skills and Abilities

| KSAs | Proficiency |
|--|-------------|
| <ul style="list-style-type: none"> Excellent knowledge of software product utilized by the University, product including but not restricted to Operating Systems, spreadsheets, word processing and database packages. | Skilled |
| <ul style="list-style-type: none"> Expert knowledge of PCs and Macs. | Proficient |
| <ul style="list-style-type: none"> Excellent time management, decision-making skills. | Proficient |
| <ul style="list-style-type: none"> Excellent leadership, supervising, organizing, coordinating, giving directions and setting priorities skills. | Proficient |
| <ul style="list-style-type: none"> Excellent communications skills to express Technical Services capabilities when working on projects that interface with groups or departments outside of Technical Services. | Proficient |
| <ul style="list-style-type: none"> Skills in technical training and writing. Able to train new full time staff and part-time student workers and other university employees as required. | Skilled |
| <ul style="list-style-type: none"> Ability to handle situations with tact and compassion and to meet users with a service-oriented attitude. | Skilled |
| <ul style="list-style-type: none"> Must be able to work under pressure in order to meet tight deadlines. Must be able to respond to critical interruptions in a positive manner. | Skilled |
| <ul style="list-style-type: none"> Sufficient stress-tolerance to enforce rules and regulations, supervise students and other technical staff and deal with occasional stressful situations (e.g. frustrated or angry employees and students, delays in response time, and lack of equipment or software tools etc.) | Skilled |
| <ul style="list-style-type: none"> Must be able to handle multiple technical tasks at a time, including daily user support. Must be able to identify and have the flexibility to re-prioritize all critical work requests to solve users' problems. | Skilled |
| <ul style="list-style-type: none"> Ability to project a positive and professional image. | Skilled |
| <ul style="list-style-type: none"> Ability to deal with arbitrary user demands, complaints and fears of new technology. | Skilled |
| <ul style="list-style-type: none"> Ability to diagnose software/hardware problems and user errors based upon limited and inaccurate information. The ability to utilize telephone-based support, if needed, to resolve problems or to locate computer procedures and techniques in user documentation and published materials quickly and accurately. | Skilled |

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

| Essential Function | % TIME |
|--|--------|
| <ul style="list-style-type: none"> Managerial duties such as hiring, training, managing development and evaluation of Audio Visual, Help Desk, Technical Services and Telecommunications personnel. Perform unit planning, component analysis, budget presentations, policy development and implementation. Chair or provide input, to UCT project teams or university committees, as assigned | 15% |
| <ul style="list-style-type: none"> Ensure that the main computer room equipment, software and personnel are safe and secure. Establish a schedule for backing up University mainframes, servers and scanners. Maintain a system of "off-site" backup tape storage and ensure that the tape rotation is maintained | 10% |
| <ul style="list-style-type: none"> Work with all managers of UCT to ensure that their operational needs are being met. Support software development and support environment within UCT. Interface with hardware, software and telecommunications vendors to ensure that the computing and telephone systems are up to date and that the University is using the best technology to accomplish their task. Interface with suppliers of PC parts and repair services to locate the best price for the best parts and service relationship | 15% |

Essential Functions

| Essential Function | % TIME |
|--|--------|
| <ul style="list-style-type: none"> Create and assess Audio Visual, Help Desk, Telecommunications and Technical Services budgets for hourly employees, computer supplies, PC repairs and parts. Ensure budget stays with constraints. Utilize funds in a manner which the University's needs are met throughout the fiscal year. | 10% |
| <ul style="list-style-type: none"> Oversee the schedules for the installation and moves of audio visual, network and telephone connections. Maintain a working inventory levels of parts, tools, cable and end fittings. Ensure the communications network , PC's and printers are maintained in all University labs and classrooms. Assist in the determination of the University's future audio visual, networking and equipment needs. | 10% |
| <ul style="list-style-type: none"> Assist the Supervisors of the Help Desk, Telecommunications, Audio Visual and Technical Services to developing schedules for equipment delivery, ordering, software additions and upgrades. Assist in the development of training schedules for Part-time student workers, Supervisors, Computer Coordinators and Technicians and Help Desk staff. | 15% |
| <ul style="list-style-type: none"> Develop and maintain new and existing documentation for University mainframes, servers, desktop units, Siemens switch, phonemail and call accounts software, sound system and Audiovisual. Develop and maintain policies and procedures for users and Technical Services. | 5% |
| <ul style="list-style-type: none"> Report the status of ongoing and planned projects to the Executive Director and designated committees, CSAC and LRC. Assist in the development of the comprehensive two-year plan. Liaison between UCT management and user departments needs in the areas of computing, telecommunications, PC hardware and software back to UCT. | 5% |
| <ul style="list-style-type: none"> Provide classroom presentations for instructors, students and staff pertaining to topics in telecommunications, PCs, PC based software and mainframe topics. | 5% |
| <ul style="list-style-type: none"> Assist in maintaining a current inventory levels of desktop equipment, software, printers and peripherals. Coordinate any inventory and installations of new equipment with appropriate areas. Facilitate removal of capital equipment from inventory, ensuring information is communicated to appropriate areas. | 5% |
| <ul style="list-style-type: none"> Oversee and provide backup for: Maintaining Siemens CBX call processor and phonemail database, Traffic and switching reports, Repairs to phone sets and lines, Maintaining communication equipment inventory, Transfer of daily data for reporting purposes, Distribution of reports. Manage call accounting software | 5% |

PRE-EMPLOYMENT

| | |
|--------------------------|-----|
| MVR: | Yes |
| Criminal History: | Yes |
| Physical Exam: | No |
| Hearing Exam: | No |
| Pulmonary Function Test: | No |

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

| Physical Demand | N/A | Rarely | Occasionally | Frequently | Constantly | Weight |
|-----------------|-----|--------|--------------|------------|------------|--------|
| Standing | | | X | | | |
| Walking | | | X | | | |
| Sitting | | | | | X | |
| Lifting | | | X | | | |
| Carrying | | X | | | | |

Physical Demands

| Physical Demand | N/A | Rarely | Occasionally | Frequently | Constantly | Weight |
|----------------------------|-----|--------|--------------|------------|------------|--------|
| Pushing | | X | | | | |
| Pulling | | X | | | | |
| Climbing | | X | | | | |
| Balancing | | X | | | | |
| Stooping | | X | | | | |
| Kneeling | | | X | | | |
| Crouching | | | X | | | |
| Crawling | | | X | | | |
| Reaching | | X | | | | |
| Handling | | | X | | | |
| Grasping | | | X | | | |
| Feeling | | X | | | | |
| Talking | | | | | X | |
| Hearing | | | | | X | |
| Repetitive Motions | | | | X | | |
| Eye/Hand/Foot Coordination | | | | X | | |

Working Environment

| Working Condition | N/A | Rarely | Occasionally | Frequently | Constantly |
|------------------------|-----|--------|--------------|------------|------------|
| Extreme cold | | X | | | |
| Extreme heat | | X | | | |
| Humidity | | X | | | |
| Wet | | X | | | |
| Noise | | | X | | |
| Hazards | | X | | | |
| Temperature Change | | X | | | |
| Atmospheric Conditions | | X | | | |
| Vibration | | X | | | |

Travel Requirements

| Estimated Amount | Brief Description |
|------------------|-------------------|
| | |