



POSITION: DIRECTOR OF NETWORK AND DESKTOP SERVICES

DEPARTMENT: INFORMATION TECHNOLOGY SERVICES

Position Summary: The Director of Network and Desktop Services position in Information Technology Services (ITS) at North Greenville University plays a key role in ensuring a technological infrastructure is readily available for supporting university business and academic processes and functions. The Director is responsible for ensuring related technology projects meet business requirements, are delivered on time, and may need to assume the role of project manager in some cases. This role will focus on the technological side of change, including maintaining and securing systems involving critical technology related processes. The Director position also shares responsibility with functional project leaders for increasing employee adoption and usage of technology.

This role will have management and supervisory responsibility for current related positions of Desktop Services Manager and Network Services Manager, as well as any future NDS related roles within Information Technology Services. In addition, this role will work with staff across the university to succeed. The Director position will work with the Chief Information Officer (CIO) to support leadership with respect to technology initiatives. Such support may include new technology consideration, testing, and adoption, etc.

RESPONSIBILITIES

Primary Duties

- Oversees all operations ITS Help Desk and Network Services teams.
- Evaluate and implement university posture for InfoSec.
- Strategic and Tactical planning for IT Services.
- Assists with industry regulatory compliances.
- Budget planning and management for Network and Desktop Services.
- Supervises all elements of employment lifecycle for ITS Help Desk, Student Technician, and Network Services Staff.
- Project Management for IT Services Projects.
- Collaborate with ISBA Director for Business and Technology Integration Services to meet NGU needs.
- Assist with all areas of IT Services during high demand periods.
- Network systems management.
- Planning and Implementation of customer and IT staff training.
- Tier 4 – Problem Resolution
- Vendor/Solutions evaluation, selection, and interactions for areas under purview.
- Other Assigned Duties



Average Weekly Time Allocations

- 25% - Escalated Issue Resolution/Incident Response
- 15% - Employee Interaction/Training
- 25% - Project Management
- 15% - Planning
- 10% - Direct Customer Interactions
- 5% - Assist/Interaction with CIO
- 5% - Unallocated/Other Assigned Duties

Other duties may include:

1. Identify, analyze, and prepare risk mitigation tactics
2. Identify and manage anticipated implementation challenges
3. Support leadership
4. Assist and support managers and supervisors
5. Coordinate efforts with other directors, and specialists
6. Evaluate and ensure user readiness
7. Manage stakeholder interests/concerns
8. Track and report issues
9. Define and measure success metrics and monitor change progress

QUALIFICATIONS

Minimum Job Requirements

- Requires a bachelor's degree or 3 years' experience in a related technology vocation.
- Knowledge of structured cabling standards, switched and wireless network configuration and best practices.
- Knowledge of server hardware and software platforms.
- Experience with enterprise security best practices and implementation.
- Business Continuity and Disaster Recovery planning experience.
- Travel between the main NGU campus and satellite campuses is required.
- Complies with IT Services Statement of Service.

Knowledge, Skills and Abilities Required

- Exceptional communication skills, both written and verbal
- Excellent active listening skills
- Ability to clearly articulate messages to a variety of audiences
- Ability to establish and maintain strong relationships



- Ability to influence others and move toward a common vision or goal
- Flexible and adaptable; able to work in ambiguous situations
- Resilient and tenacious with a propensity to persevere
- Forward looking with a holistic approach
- Organized with a natural inclination for planning strategy and tactics
- Problem solving and root cause identification skills
- Able to work effectively at all levels in the institution
- Must be a team player and able to work collaboratively with ITS/other depts
- Acute business acumen and understanding of institutional issues and challenges
- Familiarity with project management approaches, tools and phases of the project lifecycle
- Experience with large-scale organizational change efforts
- Experience with business process modeling
- Strong foundation in data and systems security principles
- Supports NGU's mission statement and core values, commitment to a Christian lifestyle and character in keeping with biblical model

PHYSICAL REQUIREMENTS

- Visual Abilities: Read reports, create presentations and use a computer system.
- Hearing: Hear well enough to communicate with co-workers, vendors, and students.
- Dexterity, Grasping, Feeling, Write, type and use the telephone, copier, and computer systems.
- Mobility: Open files and operate office machines; move between departments and attend meetings across campus.
- Talking: Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- Lifting, Pulling, Pushing: Exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Cognitive/Emotional: Ability to critically think and concentrate.
- Must be able to respond quickly to changes in conditions – 75-100% of the time.

WORKING RELATIONSHIPS

This position is a full-time position in IT Services. The Director position reports to the CIO/VP for IT Services.

WORK SCHEDULE



IT Services is open Monday through Thursday, 8:30 a.m. – 5:00 p.m., and Friday 8:30 a.m. – 12 p.m. Summer hours may vary. Office hours are subject to change as deemed necessary. Occasional work on Saturdays and evenings may be required.