IT CLIENT SUPPORT MANAGER

*[May also apply to exempt SHRA positions in the Technology Support or IT Manager branches\*]*

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency- and band-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Support | * Calls on customer leaders regularly to report on work status and listen for upcoming needs. Serves as point of escalation for customer issues and funnel for all work that doesn’t fit into standard operating processes.
* Oversees customer portfolio of application/service requests and acts as liaison between IT technicians and customer.
* Serve as the critical incident manager in response to high impact issues and concerns; proactively partner with functional business owners and other groups in implementing permanent solutions or temporary workarounds.
* Performs outreach to clients who report less than satisfactory service experiences; addresses unique concerns or issues that are unable to be resolved by the support consultants or support leads.
* Identifies sources of repetitive help desk calls in order to drive system enhancements and updates as well as changes to system user documentation or training.
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| Project Management | * Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
* Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
* Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
* Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
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| Security | * Identifies and remediates vulnerabilities on all end user devices, IT infrastructure and applications used by support staff; recommends and implements IT and data security best practices and standard operating procedures for support staff and business processes, as well as user behavior security training and risk mitigation for supported staff.
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| Quality Control & Reporting | * Develops help ticket system metrics to monitor and manage quality control in the provision of help desk services to campus users.
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| Consultation | * Provides consultation, recommendation, design, testing, creation, implementation, and project management of customer-specific technology projects, event support, and related support of new and/or revised IT services.
* Responsible for the technical review, analysis, and making recommendations to leadership for the complete life cycle of a wide variety of technologies and technology services in accordance with University policy and the business needs of the supported divisions.
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| Training & Communication | * Develops and/or delivers end user trainings.
* Provides information updates and trainings for new services, software packages, etc. that are released or implemented.
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| Supervision/Management | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.
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| Other Duties (5% max) | * Other duties as assigned by management to meet business needs
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\*When employees in these existing, filled positions have elected to remain SHRA