Job Description

Job Title: Senior System Support Specialist Team Leader   **JTC: TCZ**

Salary Range: N06   **FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for the daily oversight of service desk specialist and act as point of contact for the team. Performs highly complex computer system support related to hardware and software related issues. Provides support for information technology systems, network and mainframe environments.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Extensive experience in all aspects of providing system support to users in a customer focused environment. Experience troubleshooting hardware, software and other related issues. Knowledgeable of installing software, patches and updates on desktops and laptops. Ability to comply with policies, guidelines and regulations. Keeps current on technological changes and best practices through professional development activities.

Strong critical thinking skills with the ability to understand, analyze and solve problems. Experience analyzing user needs and requirements, mapping processes and documenting results. Demonstrated experience identifying gaps and providing innovative solutions to improve end user support and customer satisfaction.

Develops and maintains productive relationships with diverse internal and external stakeholders and constituents to ensure user needs are met. Ability to create a collaborative team environment with an open communication culture to ensure effective and efficient use of time and resources.

Ability to effectively make decisions in a fast-paced changing environment. A sound understanding of technical IT issues to enable discussions with internal and external technical resources. Able to identify opportunities to make the organization more efficient. Advanced technical skills and the ability to learn new technology quickly and train team on new processes and procedures.

Proven work experience as a supervisor or team lead. Ability communicate effectively, both verbally and in writing with diverse individuals. Able to mentor, train and lead teams to ensure goals are met. Must have excellent customer service skills.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree with two (2) years of experience in work related field. Official transcripts will be required. Must have valid Texas driver's license due to extensive travel off-site to various colleges/ locations within the district. On-call, work hours may extend beyond the normal, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides leadership and supervision to the team ensuring appropriate skilled resources are in place to meet required service levels. Oversees the installation, configuration, upgrade and ongoing usability of desktop computers, peripheral equipment and software. Provides on-going support to all users of information and telecommunications systems.

Creates and maintains relevant support documentation to assist all staff/students in the quick resolution of incidents and service requests or to enable users to become more self-sufficient. Prioritize and assign service requests to the team; ensures assignments are scheduled and completed in a timely manner. May assist in the development of long-term strategies and capacity planning to meet future needs.

Collaborates with IT staff and vendor support contacts to resolve technical problems with end user hardware and software. Acts as liaison between end user and system support team. Attends meetings and/or participates on task forces for committees as required or requested.

Ensures that processes and methodologies are maintained and followed to provide effective monitoring, control and support of service delivery. Complies with district policies and standards to ensure the quality and efficiency of support services throughout the district. Evaluate and improve skill set of team members through evaluation, training and mentoring.

Utilizes excellent communication, interpersonal, and listening skills when communicating with a diverse array of stakeholders and constituents within the DCCCD community network. Provides excellent customer service by ensuring a high level of responsiveness, expertise and professionalism when interacting with all levels of employees both internal/external to the organization.

Must complete required DCCCD Professional Development training hours per academic year. Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to

perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.

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