



THE OKLAHOMA STATE REGENTS FOR HIGHER EDUCATION

JOB DESCRIPTION

Assistant Director of Support, Training, and Maintenance

**Exempt
Position #100129**

ESSENTIAL FUNCTION

Responsible for managing end user support, desktop applications, and related training for all OSRHE Information Systems efforts.

RESPONSIBILITIES AND DUTIES

- Manage the help desk support function.
- Coordinate the acquisition, configuration and deployment of desktop systems and related applications / services.
- Coordinate and report inventory to Budget and Finance in a timely fashion.
- Facilitate the setup and use of portable computing resources to include approved devices such as laptops, PDAs, and Blackberry enabled cell phones.
- Facilitate training for OSRHE end users as related to desktop systems and applications / services.
- Coordinate with the Chief Information Security Officer to support security related policies, procedures, and initiatives.
- Coordinate with networking staff to ensure stable and adequate LAN / WAN connectivity, specifically in support of all OSRHE end user needs.
- Coordinate with systems and applications group to provide needed resources and information in support of server and infrastructure activities.
- Coordinate with IT division to recommend purchases of new and replacement equipment.
- Coordinate with contractors and vendors as needed.
- Responsible for recommending hiring, firing, advancement, promotion or other changes in assigned employee(s) status.
- Other duties as assigned.

POSITION QUALIFICATIONS

Bachelor's Degree in Computer Science or related discipline or five (5) years of progressive information systems experience and leadership responsibilities. Ability to coordinate and supervise information systems staff is essential. Ability to direct and manage help desk personnel as well as coordinate with other IT staff is required. Must have a solid foundation in and extensive experience with current Information Systems technology including, but not limited to, hardware, applications, desktop operating systems, networking, and peripherals. Strong verbal and written communication and analytical skills are necessary. The employee must be available by phone before, after and during regular office hours and must provide his/her own cell phone and cell phone service.

SUPERVISION

The employee performs work under the supervision of the Executive Director of Information Systems.

**Interested candidates may submit a cover letter and resume (including a list of 3 professional references) to:
OSRHE, Human Resources, P.O. Box 108850, Oklahoma City, Oklahoma 73101-8850.**

Fax #: (405) 225-9230

E-mail: hr@osrhe.edu

Revised January 2009