



## OFFICE OF HUMAN RESOURCES

### POSITION ANNOUNCEMENT

**POSITION TITLE:** Enterprise Support Services Manager

**PERSONNEL STATUS:** PIN/ Exempt

**DEPARTMENT:** Division of Information Technology (DIT)

**OPEN DATE:** May 22, 2015

**CLOSING DATE:** Open Until Filled                      **Initial Screening: June 8, 2015**

**Responsibilities:** Provide support for the technical infrastructure for the university to include network and systems operations, customer support, helpdesk & trouble ticket management, and the identification of ways in which to improve network systems operations; provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, enterprise wide virus attacks, loss of wireless or network connectivity; maintains and coordinates user technical support, services, technology setup, and availability of Bowie State University's technical services environment to include client workstation support, student computer laboratory setup and support, helpdesk services, connectivity and communication support; coordinates technical responses to issues and ticket calls; acts as first responder and escalates critical issues (i.e. outages, service interruptions, etc.) to IT team leaders to provide immediate response as required for IT service events; manages and coordinates availability and configuration of the campus user and computer laboratory environment, documentation, and maintenance for all equipment; establishes and maintains a comprehensive and efficient issue tracking system to support information technology service offerings; manages all activities related to the staffing and operation of a university information systems help desk; trains and directs staff in recognizing, identifying, isolating, and resolving problems with information systems products and services; directs the installation, testing, and setup of desktop hardware and software; implements and maintains an inventory control and asset disposal system for DIT and campus IT equipment; keeps current with best practices and new technologies in Information Technology and recommends them to management; performs other duties as assigned.

**Qualifications:** Bachelors Degree in a related technical discipline preferred, or a combination of education, technical certifications, training, or work experience required. Minimum five (5) years of directly related experience supporting help desk operations, including supervisory experience, knowledge of operating systems software, and office automation applications required. Windows desktop experience is required. Working knowledge of the following: hardware and desktop software, system and network recovery methods, software tools, call and problem tracking software. Must possess strong verbal communication, technical writing, and customer service skills. Ability to analyze and solve complex problems and finish requirements independently. Effective leadership and management skills and application of best practices. Ability to establish effective working relationships, to influence and motivate subordinates, peers, users, and external groups. Efficient and effective communication skills to coordinate services with various campus entities.

**SALARY: \$65,000 - \$75,000**

**RANGE: III**

**APPLICATION:** Interested and qualified applicants should submit two copies of a cover letter, resume/curriculum vitae, BSU Employment Application, along with a list of at least three (3) professional employment references. **Submissions without an application will not be considered.** Email or mail all documents to:

**Office of Human Resources  
Bowie State University  
14000 Jericho Park Road  
Bowie, MD 20715  
JOBS@bowiestate.edu**

**Bowie State University is an Equal Opportunity/Affirmative Action Employer**

*Auxiliary aids and services for individuals with disabilities are available upon request. Please contact the University's EEO Officer at 301-860-3442.*

To download the BSU application, go to <http://www.bowiestate.edu/files/resources/staff-employment-application-revised-9-2014.pdf>

*In accordance with the Cleary Act of 2000, you are advised to contact the Bowie State University Campus Police Office for Disclosure of Criminal Incidents that occur on our campus.*