



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 07/12
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Client Services

JOB SUMMARY

The Director of Client Services will be under the general direction of the Vice Provost of Technology and CIO. As a member of the IT Leadership team, the Director of Client Services is responsible for providing leadership for Client Services including: the IT Service Desk, Desktop Support, Computer Classrooms, Computer Labs, Instructional Technology, Video Conferencing, Dallas IT Support Team, and the Houston IT Support Team. The Director of Client Services directly supervises the Manager, Dallas Technology, Manager, Houston Technology, Manager, Desktop Support, Senior Integration Analyst, and provides leadership for the entire Client Services department. Working collaboratively with TWU Academic and Administrative leadership as well as IT Senior Leadership, the Director of Client Services will provide the Tier One and Tier Two technology support for all TWU campuses and integrate industry wide best practices to extend and improve the levels of IT service for faculty, staff, and students in support of the University Mission. The Director of Client Services will develop the technology plan, budgets and performance metrics. The Director of Client Services will also act as the ultimate escalation point for Client Services. Additionally, the Director of Client Services will ensure that staff is adequately prepared to meet expectations, which includes staff development, define clear goals and objectives, and develop a talent management program for Client Services. The Director of Client Services will define and create policies related to client technologies, provide clear and transparent communication channels with the University, create channels for TWU community feedback, which includes IT governance and advisory committees. The Director of Client Services will perform other duties as assigned. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Vice Provost of Technology and CIO

Supervises: Manager, Technology Dallas, Manager, Technology, Houston, Manager,

Director, Client Services
Date Issued: 07/12
FLSA: Exempt
PTO: VCS

Technology Denton, Senior Integration Analyst, Systems Engineer, Lab Technology Coordinator, Classroom Technology Coordinator, Technical Support Analyst II and III, Service Desk Analyst III, and Sr. Administrative Assistant.

ESSENTIAL DUTIES - *May include, but not limited to the following:*

- Provides strategic and tactical leadership to the University with regards to current and future client technology solutions and works to extend and improve the levels of IT service for students, faculty, and staff in support of the University's mission.
- Leads the planning, identification, and implementation of client technology initiatives to support and improve teaching and learning
- Provides oversight and leadership of the Client Services department, including the IT Service Desk, Desktop Support, Computer Classrooms and Labs, Instructional Technology, Video Conferencing, and the Dallas and Houston IT teams.
- Defines and establishes goals, priorities, and strategic plans for providing support that meets the University's current and future client information technology needs.
- Creates processes and procedures to ensure a consistently high level of customer service. Identifies, collects, analyzes, and reports IT service delivery data against University requirements.
- Promotes the development and awareness of innovative technologies and technology services for the advancement of teaching, learning and research through leveraging technology.
- Complete performance reviews, professional development plans, hiring process and disciplinary action as necessary.
- Identifies, develops and monitors key performance indicators for operational excellence, customer service and, technology resource utilization and support.
- Maintains expertise in new and emerging administrative and instructional technologies as well as teaching and learning issues in higher education.
- Coordinates technology tactical planning and provide a sustainable technology framework.
- Promotes goals and objectives that advance the use of innovative information technologies.
- Oversees all troubleshooting Tier I, Tier II and some Tier III level issues, plus notification of system problems to TWU Community.
- Be the senior management point person for the client on Service Delivery issues and escalations and take accountability to remedy any service failures.
- Develops best practice in client servicing and run regular sessions with the client service teams to share knowledge and experience.
- Oversees all client technology vendor relationships and negotiates contracts with IT vendors, IT consultants and monitors all licensing agreements.
- Orchestrates efforts in the selection, deployment and integration of a mix of vendor supplied technology.
- Prepares proposals, coordinates vendor negotiations and other activities related to acquisition of all hardware technology.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the

performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Helps with requests/issues for departments not normally supported.
- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Master's Degree preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Minimum of eight years of technology experience in a higher education setting.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- Knowledge of computer hardware and software used in a networked and web-based environment.
- Knowledge of Federal/State/Local laws and regulations including TAC 202, DIR, ADA, and EIR.
- Knowledge of information technology designs, setups, installation, implementation and maintenance.
- Knowledge with the full range of IT services and products.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Software life cycle activities.
- Performing Trend Analysis.
- PMBOK Project Management Framework.
- Knowledge of existing, evolving and new technology resources and how to tie these investments to improved university performance.
- Driving new continual improvement to IT's strategies in response to TWU's evolving needs.
- Working knowledge of office practices and methods.

- Basic business principles and business and industry-specific terminology.
- Business case analysis.
- Costing, budgeting, risk and financial analysis.
- Quality assurance concepts and procedures.

Skills:

- Excellent verbal and written communication skills, interpersonal relationships, leadership and management principles and decision-making abilities.
- Excellent organizational skills, to include demonstrated ability to re-tool a complex organization to meet changing demands.
- Client Services experience, accountable for uptimes/customer satisfaction.
- Customer Service Excellence.
- Experience with the full range of IT services and products.
- Experience in areas such as opportunity prospecting, proposal development, proposal presentation.
- Experience in information technology management.
- Experience with VPN, secure networks and knowledge of Federal and State information security policies and best practices.
- Higher Education experience in information technology design, setups, installation, implementation and maintenance.
- Administrative experience in planning, financial management, and management of staff.
- Experience working with multiple units and/or organizations, building relationships, and with highly collaborative projects.
- Experience in evaluating programs and thinking strategically about future directions for IT.
- Strong project management skills.
- Skill in defining program objectives and establishing information technology standards, policies, and budgets.
- Skill in analyzing and improving operational effectiveness.
- Skill in program analysis and strategic planning.
- Skill in managing multiple projects, including development and management of budget.
- Skill in managing the work of others, including leading and motivating managerial staff.
- Excellent written and oral communications not only within IT, but with the customer.
- Conflict Resolutions Skills
- Financial Analysis
- Mentoring
- Preparing and administering performance reviews
- Risk analysis
- Supervision
- Operating system administration
- OS compatibility and interoperability

Abilities:

- Ability direct team management and development and control an operating budget.
- Ability to work with senior executives.

- Ability to plan, establish, manage, and evolve academic/administrative client systems and solutions in support of University success.
- Ability to be accountable to the greater organization through setting of goals, measuring operations and driving continual improvements in quality and efficiency of operations and investment.
- Ability to direct and communicate college-wide information technology operations and projects.
- Ability to manage fiscal resources.
- Ability to work with minimal direction.
- Ability to juggle multiple projects, and priorities.
- Ability to manage finite resources in a high demand environment.
- Prioritization of team assignments.
- Ability to create and maintain a highly motivated team within a high stress environment.
- Plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Establish and maintain effective work relationships with students, faculty, staff, and the public.
- Provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Apply budgetary and fiscal planning techniques within financial constraints.
- Organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Communicate effectively orally, by phone, in person, and in writing.
- Respond to emergency situations in a timely manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment and/or classroom setting.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.