



## Savannah State University Position Description – Technology Support Manager

### **POSITION DESCRIPTION**

Position Title: Technology Support Manager FLSA Status: Exempt  
Reports to: Chief Information Officer  
Department: Computer Services and Information Technology  
Date Prepared: February 2008

### **BASIC FUNCTION**

The incumbent in this position provides support to university administrators, faculty, staff, and students for a wide range of information and instructional resources. Provides recommendations and feedback to the Chief Information Officer and assists in the planning and implementation of technology initiatives for the university. The incumbent will oversee the technical support staff, the IT services desk staff, and the telecommunications and project management staff.

### **NATURE & SCOPE**

Reporting to the Chief Information Officer, the incumbent's duties include managing staff, troubleshooting, diagnosing, and repairing or arranging for the repair of all types of computer hardware, software, and multimedia devices. The employee will act as a liaison for Computer Services & Information Technology and make recommendations for technology solutions for the university community. The incumbent will also coordinate and work with other Information Technology staff on projects and initiatives.

### **PRINCIPAL ACCOUNTABILITIES**

- Ability to multi task and work in a high stress/busy environment
- Ability to work flexible work schedules
- Excellent oral and written communications skills
- Strong management and decision making skills
- In depth knowledge of configuration and troubleshooting of Microsoft Windows systems
- In depth knowledge of popular software applications and their installation, configuration, and maintenance
- Strong knowledge of computer network topologies and configurations
- Other duties as assigned

### **SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED**

This position requires a four-year college degree in Computer Science, Information Systems, or closely related field. A Master's degree in Computer Science, Information Systems Management, or closely related field preferred. Five to ten years experience in managing personnel and computer systems required. Documented experience or industry certifications in computer and or helpdesk support and security highly desirable: A+, MCSA, MCSE, CISSP