

# Title: Assistant Director – Help Desk

## Working Title: Assistant Director – Help Desk

### Summary:

The Division of Information Technology (DoIT) provides technology services to the University of Wisconsin-Madison, UW System, and other units of state government. DoIT team members are part of an exciting and dynamic work environment that builds on organizational principles such as family and personal life/work balance; an inclusive, respectful, and supportive work environment; professional development opportunities; alignment with the campus teaching, learning, and research mission; collaboration; and innovation. DoIT employs approximately 800 people and has an operating budget of over \$100 million. The User Services Department employs approximately 75 professionals and a significant number of student workers who provide IT services and technology support in the areas of endpoint management and security, general desktop support, software licensing, asset management, campus computing labs, customer support, and enterprise SaaS solutions for campus.

The Help Desk Assistant Director manages the Division of Information Technology Help Desk at UW-Madison. The Help Desk is responsible for faculty, staff, and student support for a diverse and vast array of IT products and services across campus. The Help Desk includes a Level 1 contact center supporting campus clients via phone, email, chatbot and chat; a Level 1 Walk-In Help Desk; a Level 2 Team providing advanced service support; as well as staff supporting the client experience for UW Madison. This position works as part of the User Services Department, under the general supervision of the User Services Director. The Assistant Director will be accountable for leadership and strategy for the Help Desk. As part of the DoIT management team, the Assistant Director will have the opportunity to be involved in service and committee work at the departmental and campus level.

### 40% Leadership and staff management

- Develop and execute strategic direction & vision for the group aligned with DoIT and university mission and vision. Maintain team focus on execution of shared goals, organizational excellence, and accountability for successful outcomes.
- Ensure communication of department and division objectives, activities, and plans to all personnel in the group and encourage participation from group employees in improving department/division activities, policies, and procedures
- Accountable for group administrative functions including budget management, recruiting, performance management, professional development for all staff, conflict resolution, roles and responsibilities, etc.

## 40% Help Desk Operations Management

- Evaluate the effectiveness of service offerings relative to University strategic direction & mission. Maintain familiarity with the current state of practice of academic computing and information technology support methods and practices.
- Conduct programs to sustain and improve the productivity the Help Desk in providing support to faculty, students and staff and ensuring customer satisfaction.
- Represent Help Desk staff in resolving issues with other organizations inside or outside of DoIT that impact productivity, quality, customer service, and accurately reflect the primary missions of the campus (i.e. teaching, learning, and research).
- Manage and maintain service levels. Establish measures of service success such as benchmarks, KPIs (Key Performance Indicators) and OKRs (Objectives and Key Results) and work to continuously improve services.

## 15% Cross-organizational Collaboration & Leadership

- Develop and maintain strong collaborative partnerships with various stakeholder groups at UW-Madison to facilitate successful outcomes; engage campus stakeholders through systemic client meetings, committee work, and continuous transparent communication.
- Ensure cohesion across organizational reporting lines by working with other managers to identify opportunities to use staff skillsets and provide cross-organizational growth opportunities
- Proactively engage with committees, governance, and other stakeholders to help guide and inform organizational decision-making; represent group on task forces and committees
- Demonstrate a commitment to diversity, respect, and ethical practices in alignment with DoIT's Mission and Foundational Principles.

## 5% Professional Development

- Engage in self-directed personal and professional development related to emerging technologies and trends relevant to university business needs
- Attend conferences, seminars, and workshops to ensure continued development of professional skills.
- Participate on campus committees, councils, and user groups to increase campus-level knowledge and awareness.
- Participate in activities of relevant professional associations.

## Qualifications:

### Required

- Minimum of five years' experience leading and coaching IT staff delivering end user technical support services in a higher education, enterprise environment
- Experience with incident/problem tracking systems that focus on ITIL-based (Information Technology Infrastructure Library) best practices.

- Demonstrated experience with metrics, reporting, data analysis, and data-informed decision making to improve service delivery.
- Demonstrated commitment to proactive and outstanding customer service and operational excellence

#### Preferred

- Experience with budget management and cost/benefit analysis techniques for resource planning.
- Excellent communication, coordination, and facilitation skills (e.g. writing annual reports, preparing messages for leadership, oral presentations, group facilitation)