

## Manager, IT Client Support Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=238454>

Downloaded On: Dec. 21, 2024 10:55am

Posted Jul. 2, 2024, set to expire Dec. 31, 2024

<b>Job Title</b>	Manager, IT Client Support
<b>Department</b>	Tufts Technology Services
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Jul. 2, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/20641?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/20641?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Overview

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Tufts Technology Services (TTS) is a university-wide service organization committed to delivering adaptable, results driven technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff working remotely, hybrid and on campus across Tufts University, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile, and diverse community. We promote a collaborative, forward-thinking, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development.

Fostering a culture of organizational citizenship and making others successful, demonstrating integrity, ethical conduct and optimism, active contribution and continuous learning enables staff to serve the goals and values of the University and creates a fulfilling and positive work experience for all.

### What You'll Do

The Manager of IT Client Support is responsible for leading the delivery and operation of effective frontline end user and desktop support for Tufts faculty, researchers, students, and staff. The Manager works with peer group IT Support Managers to oversee support for their respective campuses. Supported service environments for general and department-specific end user computing hardware and software include, but are not limited to, research and academic labs, libraries, clinical care settings, classrooms, meeting rooms, conference and event spaces, administrative offices, student dorms and activity spaces. The manager leads a team of IT technical support specialists focused on resolving incidents, fulfilling services requests, and providing end user training and consulting. Responsible for project work related to deployment of IT services and equipment. In collaboration with shared service IT support functions across the university, the Manager sets the team's priorities, provides coaching and mentoring, and implements best-practices processes and systems to continually improve the quality and efficiency of IT support. The Manager uses technical tools, such as the knowledge base, remote desktop management suite (SCCM, JAMF), and a service management system (ServiceNow) to measure the effectiveness and support and identify opportunities for improvement. The Manager proactively manages client relationships across all supported departments to ensure that project and operational support meets the needs of the community.

This is an on campus position.

### What We're Looking For

#### Basic Requirements:

- Knowledge and experience typically acquired through a High School diploma and 6+ years of experience in the direct delivery of IT support and network services.
- 3 years of supervisory experience in a technology support role.
- Strong technical proficiency with enterprise technology platforms such networking, information security, end user computing, mobile device technology, cloud solutions, email, and collaboration tools.

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- 5 years of experience delivering technology support across a diverse range of IT services and technologies including common operating systems and desktop applications.
- Experience using ITIL-based service management processes to deliver support (e.g. incident management, service request management, knowledge management).
- Strong track-record of exemplifying customer service excellence and accountability/ownership for the total customer experience while influencing others to raise their level of customer service.
- Demonstrated ability to perform well and demonstrate sound judgment under stress when confronted with emergency, critical or unusual customer situations. Ability to maintain a strong sense of urgency.
- Demonstrated ability to effectively and positively manage significant change (e.g. organizational, technical, functional, etc.) while maintaining a focus on customer support.
- Strong written and oral communication skills with ability to clearly communicate to external and internal stakeholders regarding support operations and new/enhanced services. Ability to adapt communication style to diverse audiences within the Tufts community.
- Strong time management skills including the ability to multi-task, organize workflow, prioritize tasks and manage a changing workload individually and across a team.

### Preferred Qualifications:

- Bachelor's degree in a related field.
- Significant experience with IT service management systems and processes with a focus on reporting and analysis.
- Experience managing medium to large computer replacement programs
- 1+ years of experience using knowledge management practices and systems to improve support operations.
- ITIL v3 Foundations certification.
- Prior experience leading support operations for or directly supporting customers across multiple organizations/business units/schools who have different needs and IT services.
- Experience providing technical support and services to one or more of the following environments: classrooms, computer labs, research labs, large event spaces, Executive/VIPs, remote/mobile workers, or clinical/healthcare.
- Prior experience working on projects related to deployment of new or enhanced IT services.

### Pay Range

Minimum \$85,650.00, Midpoint \$107,150.00, Maximum \$128,600.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

### Contact Information

Please reference Academickeys in your cover letter when



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applying for or inquiring about this job announcement.

### **Contact**

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