

Manager, IT Client Support  
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=256637>

Downloaded On: Aug. 21, 2025 5:42pm

Posted May 6, 2025, set to expire Dec. 31, 2025

<b>Job Title</b>	Manager, IT Client Support
<b>Department</b>	
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	May 6, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/21465?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/21465?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.

Manage the onsite technical support function for the assigned campus area(s):

- Responsible for the hiring, supervision, and professional development of IT support staff.
- Plan and manage team's workload, schedule and ensure continuity of coverage. Monitor support tickets for quality and SLA compliance. Handle client escalations. Coordinate cross-functional

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team support activity.

- Provide performance management through setting priorities and goals for individuals and the team; measuring performance and identifying opportunities for continual improvement, on-going coaching and mentoring, formal performance review processes, informal and formal employee/team recognition; policy and process compliance, and establishing high-performing team norms and expectations.
- Collaborate with other members of the CSS leadership team to ensure common services, policies, best practices, and resources are shared across all areas of service delivery.
- Hold regular meetings with staff to share knowledge.
- Prepare and conduct training of IT support staff.
- Encourage and maintain a culture of collaboration between staff members.

### Support Operations Service Management:

- Maintain ongoing customer relationships with departments to ensure support operations are meeting their needs and to identify opportunities for improvements or new services/enhancements. Coordinate regular communication activities to external customers and internal stakeholders related to support operations. Prepare Lifecycle Management (LCM) reports to assist in determination of fleet renewal.
- Collaborate with other technology groups to identify opportunities for using new solutions and processes to improve support delivery. Keep abreast of new and emerging technologies and assist with testing and piloting these services and technologies.
- Contribute to cross-functional teams tasked with identifying root cause and permanent solutions for problems, developing and improving technology related policies and processes, or other similar initiatives.
- Perform reporting and use data to identify opportunities for improvement in operations and service delivery.
- Champion knowledge-centered support through creation and delivery of training and knowledge base documentation across the team. Identify opportunities for expanding self-service options for the community.
- Actively participate in critical/urgent/major incident process as needed to enable timely service restoration and appropriate review/follow-up activities.
- Coordinate IT support with Tier 1 IT Service Desk, taking escalations and participating in regular operational meetings.

### Projects & Partnerships:

- Lead small projects or work collaboratively with other technology project teams to provide transition support during introduction of new services and upgrades, operational/process re-engineering or improvements, technology refreshes, organizational changes, vendor

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partnerships, etc.

- Assume a liaison role with technology, academic, administrative, research or third-party groups in order to collaborate on projects, initiatives, committees, or other types of on-going relationships.

### **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.
- 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.

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- 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 applying for or inquiring about this job announcement.

### **Contact**

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