



# Monmouth

## COLLEGE

### **DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION**

<b>POSITION TITLE:</b>	END-USER SYSTEMS MANAGER
<b>PERSONNEL CLASSIFICATION:</b>	ADMINISTRATIVE STAFF, FULL-TIME (12 MONTHS) - EXEMPT
<b>DEPARTMENT:</b>	INFORMATION SERVICES
<b>POSITION SUPERVISOR:</b>	CHIEF INFORMATION OFFICER
<b>DEPARTMENT HEAD:</b>	CHIEF INFORMATION OFFICER

**SUMMARY:** Develop, implement, maintain, and support end-user systems (desktop/laptop hardware, instructional audiovisual equipment, and associated configurations). Provide end-user technology support. Act as liaison between Information Services and all Monmouth College constituents. Configure and install new computers and peripherals along with troubleshooting installed equipment as needed. Analyze, interpret, troubleshoot and resolve technical problems. Supervise technology support positions and student technology staff to maintain all client hardware and inventory. Contribute to a team environment within the Information Services Department.

**DUTIES:** May include, but are not necessarily limited to the following:

- Maintain information technology hardware (computers and peripherals).
- Maintain classroom hardware (projectors, cameras, audiovisual controls).
- Schedule on-site help desk support sessions around campus.
- Build and install computer image updates.
- Assist with campus printing problems.
- Be proactive in assuring the campus labs are in good working order and appearance.
- Make sure that Information Services storage areas are organized and neat.
- Organize replacement parts and order inventory when stock quantities are low.
- Thoroughly document completed tickets and computer locations around campus.
- Supervise technology support staff and student positions to maintain all client hardware

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- and inventory.
- Assist networking staff as needed.
- Other duties as assigned.

**QUALIFICATIONS – Minimum Required:**

- Experience building and imaging personal computers (CPU, motherboard, memory, etc).
- Knowledge of Microsoft and Apple operating systems.
- Experience with non-desktop devices (e.g. smartphones, tablets, etc.).
- Well-developed, professional interpersonal skills when dealing with student issues.
- Well-developed communication skills to convey technical concepts to internal customers.
- Demonstrated ability to learn on the job and adapt to changing conditions and requirements.
- Experience working with projection and sound systems.
- Associates Degree in Computer related field including an A+ Certification.
- 2 years of experience working an active help desk situation.

**WORK RELATIONSHIPS:** Reports to the Chief Information Officer and works directly with other members of Information Services. Daily contact with students, staff, faculty, and other members of the campus community. Periodic contact with alumni and special guests.

**WORKING CONDITIONS:** Working conditions vary dramatically from climate controlled office areas to outside locations. Moderate physical effort (i.e. stooping, crawling, reaching, climbing, lifting, etc.) may be required to perform essential duties.

**GENERAL EXPECTATIONS OF POSITION:** Regular and predictable attendance on the job is an essential function of the position. Maintain regular and timely work schedule as assigned by immediate supervisor and approved by Personnel Office. Conduct is expected to be professional and courteous. Instructions and assignments are to be carried out in a manner which promotes and is consistent with the intrinsic goals of Monmouth College.

**ADDITIONS, AMENDMENTS, AND DELETIONS:** The whole or any portion of this Description may be added to, amended, or deleted at any time by the position supervisor(s), Director of Personnel, Vice President or President. In addition, modifications may be made to reasonably accommodate individuals with qualified disabilities.

**DISTRIBUTION:** Copies of this document will be provided to both the employee and position (ISC End-User Systems Manager 04/30/21)

supervisor(s). An additional copy will be maintained in the employee's personnel file.