

# HUMBOLDT STATE UNIVERSITY



## Director of Customer Care

### Information Technology Services (Customer Care)

Job #21-19

Review Date: Wednesday, June 9, 2021 (Open Until Filled)

**(Job #21-19) Administrator II, Director of Customer Care. Anticipated Salary Range: \$98,000-106,000.** Salary is commensurate with qualifications and experience. This is a full-time, benefited, 12-month pay plan position in the Customer Care division of Information Technology Services. This position is an Administrator II in the California State University Management Personnel Plan (MPP). Under this plan, incumbents are subject to normal management reviews and serve at the pleasure of the University President. Additional information can be found at: <http://www.calstate.edu/HRAdm/policies/mpp.shtml>. This position comes with an extensive benefits package that includes comprehensive medical, dental, and vision coverage, CalPERS retirement, Fee Waiver eligibility (reduced tuition on most CSU system classes), life insurance, and voluntary pre-tax health and dependent care reimbursement accounts. Additional benefits information can be found at <https://hraps.humboldt.edu/employee-benefits>.

Humboldt State University is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. HSU is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multiracial community that reflects the diversity of the state. Additional information about Humboldt State University can be found at [www.humboldt.edu](http://www.humboldt.edu).

**Position Summary:** The Director of Customer Care is responsible for providing the creative direction, technical depth, budget oversight and hands-on leadership for the Customer Care teams. This leader advocates for a customer centered approach across ITS. Comprising the following three critical service areas, the Customer Care team provides advanced skills in helping faculty, staff and students to obtain optimal, efficient, and secure use of computer and information systems. A high degree of customer service and professionalism should be present in every interaction.

- The Desktop Support team which provides top-notch support through a variety of venues to assist staff and faculty with their current or future hardware, software and peripherals (scanners, printers, etc.) needs, resolving issues and consulting on purchases
- The Technology Help Desk which provides exceptional first line of support to the campus community;
- The Labs & Smart Classrooms team which designs, deploys, maintains and supports the computer and media systems used across campus by faculty to teach and students to perform independent work;

Reporting to the Chief Information Officer, this person works independently and makes decisions that both require a broad institutional perspective and demonstrate excellent judgment. This position should maintain an environment which focuses on continuous improvement and excellent customer service.

**Duties:** In the role of Director of Customer Care, this individual provides management, strategic direction and mentorship to the Desktop Support team, Labs & Smart Classroom team, and the Help Desk; identifies and seeks continuous improvement opportunities through customer feedback, surveys, and working groups; has excellent working relationships; expands proactive support services; collaborates continually with other ITS teams; participates in the Academic Technology Advisory Committee; participates in the resolution of complex problems; provides project leadership; anticipates support needs; supports and promotes diversity, equity, and inclusion activities; and participates in strategic activities, including budgeting and planning as a member of the ITS leadership team.

**Minimum Qualifications:** Bachelor's degree in Computer Science, Computer Information Systems, Technology in Education, or a related field, with at least four years of experience in leadership of a technology support team in an enterprise setting.

**Required Knowledge, Skills, and Abilities:**

- Leadership skills with diverse technical teams solving a wide range of problems and developing practicable and thorough solutions.
- Thorough knowledge and understanding of operating systems, system utilities, software installation and maintenance procedures, infrastructure design, industry standards, and customer-centered process design.
- Advanced analytical, problem solving and critical thinking skills within a complex work environment and the ability to design effective courses of action.
- Demonstrated competence in independently applying technical judgment to standard and nonstandard applications, systems, and situations.
- Demonstrated ability to effectively plan, organize, and communicate department projects and transactions to stakeholders involved with, and affected by, the project.
- Ability to correctly interpret written information and instructions.
- Demonstrated ability to perform assigned duties and follow established procedures.
- Ability to gracefully adjust to frequent change (e.g. work environment, technology).
- Ability to manage and organize multiple tasks.
- Ability to function cooperatively and productively as a member of a team.
- Excellent consultative skills in assessing campus and customer needs, as well as providing appropriate technical direction in a heterogeneous computing environment.
- Excellent listening, organizational, collaboration, and customer service skills, including verbal, written and interpersonal communications, to establish and maintain cooperative relationships both within ITS and across all campus constituencies, partnering agencies, and the public.
- Ability to explain technical details to others in non-technical language.
- Ability to establish and maintain cooperative working relationships with a diverse population of faculty, staff, students, and others.

**Preferred Qualifications:**

- Higher Education Experience
- Experience leading multiple technical support teams
- In-depth knowledge of and experience with IT Service Management frameworks and practices related to Change Management, Incident Management, Problem Management, Continual Service Improvement, and the implementation and use of request tracking systems to monitor and assess team performance, and deliver performance metrics in these areas.

**Application Procedure:** To apply, qualified candidates must electronically submit the following materials via Interfolio (link below):

- Letter of Interest
- Resume or Curriculum Vitae
- Contact information for at least three professional references
- HSU Employment History Form (HSU Employment History Form: <https://forms.humboldt.edu/employment-history-form>; NOTE: Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is completed in an online browser, content WILL NOT be saved).

**CLICK HERE TO APPLY NOW:** <http://apply.interfolio.com/86716>

**Application Deadline:** This position is open until filled. The next review date will be on Wednesday, June 9, 2021.

Any inquiries about this recruitment can be directed to [careers@humboldt.edu](mailto:careers@humboldt.edu) or HSU's Human Resources Office at (707) 826-3626.

Humboldt State University sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi'ni (over in the woods). HSU was the first campus in the California State University system to offer a stand-alone major in Native American Studies.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.

Humboldt State University is part of the 23-campus California State University system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, HSU is one of the premier public institutions in the Western United States; it is a rural and residential campus of approximately 7,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate, and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of approximately 135,000. The community offers an excellent range of businesses, services, and cultural activities and performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.

*It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education--or activities only part of which are qualifying--will receive proportionate credit. Humboldt State University is not a sponsoring agency for staff or management positions (i.e. H-1B Visas).*

*Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the employment status of candidates or continued employment of current CSU employees who are being considered for the position.*

*Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at [www.humboldt.edu](http://www.humboldt.edu).*

*Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status.*

*Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.*

*Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.*

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