

# The University of Texas at San Antonio

## *Job Description*

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Job Title: OIT Support Services Manager  
Code: 19870  
Salary Grade: 63  
FLSA Status: Exempt  
Department/Division: OIT Technology Support  
Reports To: Director of Customer Services & Operational Support

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## *Summary*

- Function: To provide professional skills in the management of the Information Technology (IT) Support Services staff and service.
- Scope: Responsible for the supervision and management of Support Services staff and resources in order to ensure efficient and quality customer service.

## *Duties*

- Typical:
  1. Manages IT Support Services staff, to include: recruiting, training, scheduling, counseling, discipline, development, and evaluation.
  2. Monitors and evaluates IT Support Services service through customer contact and feedback. Ensures the highest quality of customer service is delivered to the University community. Generates reports on service metrics and trends.
  3. Maintains budgets; monitors and reconciles accounts, approves expenditures.
  4. Manages site licenses for software; tracks users; issues billing statements; monitors payments.
  5. Creates, maintains and evaluates standard operating procedures for Support Services.
  6. Oversees the creation, modification and deletion of user accounts
  7. Completes the physical inventory for IT Support Services.
  8. Performs other duties as assigned.
- Periodic:
  1. Serves as a project leader for special projects.

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's Degree in Computer Science, Information Technology/Systems or related field from an accredited institution.	Graduate level courses in a related field.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Demonstrated knowledge of networking hardware and software, cabling technology, and desktop and server technology	N/A
Criminal Background Check (CBC).	

***Experience***

<b>Required</b>	<b>Preferred</b>
Four years of supervisory experience in technology support services.	Similar experience in an IT Support Services setting.

***Equipment***

<b>Required</b>	<b>Preferred</b>
Personal computers, servers, hardware, software and standard office machines.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Normal office and computing environments.	Occasional non-standard work hours required.
Position is on-call 24/7 for technical support emergencies.	

***Supervision***

<b>Received</b>	<b>Given</b>
Overall review for effectiveness and efficiency.	Direct supervision of support staff.

***Accuracy***

Proficiency in all phases of the duties performed.
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***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.