

Technology Service Delivery Manager at Northwest Florida State College

Department:	Information Technology
Hours:	Full-Time, 12 Month Position
Classification:	Administrative I
Salary:	\$51,377.00 - \$82,619.00
Location:	Niceville Campus
FLSA Status:	Exempt
Application Deadline:	Open until filled



The Technology Service Delivery Manager provides strategic direction and oversight for the delivery of technology services to the user community. This position is also a working member of the Technology Service Specialist team.

Qualifications

- Bachelor's degree in Computer Science or related field required, or equivalent combination of education, training, and experience.
- Experience overseeing Technical Support and Help Desk Support services.
- Advanced knowledge of Windows and Mac OSX operating systems.
- Advanced knowledge and experience with problem solving techniques for desktop computer systems.
- Working knowledge of Networking, Active Directory, and Office 365 for the purpose of performing account, distribution list, and mailbox management.
- Experience using/supporting Microsoft Office.
- Excellent supervisory, communication and development skills in an IT environment.
- In depth technical knowledge of hardware and software utilized by the College.
- Troubleshooting experience.
- Experience working in an ITIL environment strongly preferred.
- Excellent customer service skills.
- Work experience in the higher education setting preferred.
- Demonstrated excellence in written and oral communication.
- Strong interpersonal and organizational skills.
- Management skills are required to successfully perform the duties associated with this position.

Duties and Responsibilities

- Prioritize work against the capacity and capability of the Technology Service Specialist team.
- Counsel, train, and coach Technical Support Specialists on ways to improve customer support and develop staff skills.
- Act as the first line of defense against potential security issues.
- Maintain technology inventory records and technical documentation.
- Assume responsibility for ensuring customer issues are properly resolved in a timely manner.
- Ensure quality assurance of all help desk related systems.
- As a part of the college's risk management tool annual mandatory compliance training is required.
- Perform other duties as assigned by the Chief Information Officer.

Benefits

- College paid health insurance for employee, dependent coverage at employee's expense
- College paid basic life insurance for employee, additional coverage for employee and/or dependents at employee's expense
- College paid retirement with 3% employee contribution to the Florida Retirement System (FRS)
- Optional dental and vision insurance at employee's expense
- Sick and Annual (Vacation) Leave accrual
- Time off for designated holidays, winter break, and spring break
- 37.5 hour work week
- Flexible summer hours available
- Free tickets to designated Mattie Kelly Arts Center and Raider Athletic events

Apply Now

Provide a complete application package that includes **all** of the following:

- NWF State College Application
- Electronic copies of transcripts. (*All degrees must be from a regionally-accredited postsecondary institution.*)
- Resume, including professional references.
- A cover letter explaining why you consider yourself qualified for this position.

To apply for this position, please visit our website: <https://www.nwfsc.edu/about/human-resources>, or Human Resources, Northwest Florida State College, 100 College Blvd., Niceville, FL 32578 (Tel. #850-729-5365). NWFSC offers an excellent fringe benefit package. If you are disabled and need accommodations in order to participate in the application/selection process, please notify Human Resources before the specified closeout date. All qualified persons will be considered on an equal basis. Any applicant grievance should be addressed to the Human Resources Director. NWF State College prohibits any form of discrimination on the basis of age, color, ethnicity, disability, marital status, national origin, race, religion, pregnancy, genetic information, or gender in any of its programs, services, or activities. Preference will be given to eligible veterans and spouses of veterans for Career Service positions. NWF State College is an Equal Access/Equal Opportunity Institution and a Drug Free Workplace.

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