Georgia State University
Job Specification

Job Title: Assistant Manager, IT Support Services

BCAT Code: 09GD03 Effective Date: June 1, 2011
Pay Grade: G18 FLSA Status: Exempt Revision Date: July 1, 2013

General Description
Assists the Technical Support Services (TSS) Manager in accomplishing departmental goals.

Examples of Duties
- Executes customer-focused strategies, policies, and procedures.
- Provides the TSS Manager with fact based, real time feedback on issues impacting the business model.
- Oversees the performance management, compliance, and process improvement for all subordinate areas under TSS.
- Provides daily and weekly reports as requested, and regularly updates the Server System Infrastructure (SSI) Intranet Knowledge Base.
- Provides disciplined leadership, which includes setting clear expectations and holding the team as a whole and its members individually accountable for results.
- Ensures that the department is sufficiently staffed and that the staff is adequately trained.
- Develops, together with the TSS Manager, strategies, policies, and procedures to improve the quality and delivery of IT helpdesk support services to end users.
- Reviews the Standard Operating Procedures (SOP) for compliance.
- Assists with Change Management responsibilities.
- Involves Level 1 Support related to system configuration, hardware, operating systems, desktop applications and peripherals.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of Incident Management, Help Desk Knowledge Powered Solutions (KPS), Change Management and Performance Management.
- Knowledge of technology, such as ITIL, A+, Network+, or major operating system certification.
- Knowledge of software and hardware.
- Excellent computer and customer service skills.
- Excellent analytical, written and oral communication skills.
- Ability to provide direct independent supervision.
- Ability to pay attention to detail.
- Ability to manage budgetary responsibilities.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.