



Northeast
Wisconsin Technical College
POSITION ANNOUNCEMENT

Job Order 600733
January 23, 2012

COMPUTER SERVICES MANAGER

Exempt, Non-Unit Professional

LOCATION: Green Bay campus

HOURS: The incumbent will primarily work Monday through Friday 8 am-5 pm with flexibility required to work additional hours including evenings and weekends.

SALARY: Full salary is \$73,455 (2011-2012 rates). Salary progression is at 90% for first year, 95% for second year and full salary at start of third year.

POSITION REPORTS TO: Technical Director, IIT SunGard

Required **online** application available on website: www.nwtc.edu

Click on "Jobs", then "Jobs at NWTC" and then in the upper left hand corner:

External candidates click on "Apply Online – Public"

Current NWTC employees click on "Apply Online – Current NWTC Employees"

E-mail address: hr@nwtc.edu

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. Please note, **Internal** applications are preferred by Thursday, February 2, 2012. All postings are considered current and available until removed from the website. Anticipated start date for an **internal** employee is March 5, 2012.

This position is customer-focused and will require flexible scheduling and/or delivery to meet customer needs.

GENERAL QUALIFICATIONS

- Bachelor's degree in Computer Information Systems /IT/IS degree or an equivalent combination of education and experience.
- A minimum of five (5) years experience in both Apple and Windows environment including hardware, software, operating systems and virtualization technology.
- Experience managing teams responsible for installing, configuring and troubleshooting computer hardware, software, and operating systems in a stand-alone and networked environment.
- Possess excellent interpersonal skills with the ability to provide quality customer service and work well in a team environment. Work well in a fast paced high-achievement environment.
- Ability to make decisions autonomously in a changing environment and communicate decisions and plans effectively.
- Experience with Capital and Operational budget processes, allocation and inventory control procedures.
- Possess excellent organizational skills with the ability to complete multiple concurrent projects in a timely manner and develop appropriate written technical documentation.
- Communication skills required on a daily basis to inform the College of status and changes and to negotiate service expectations with users.
- Possess the ability to lead and develop a high functioning technical staff.
- Ability to work a flexible schedule, including occasional evenings or weekends when necessary.
- Ability to travel within the Northeast Wisconsin district.

GENERAL DUTIES AND RESPONSIBILITIES

- Participate in the selection, development, and evaluation of the people on the Computer Services Team. Supervise, schedule, delegate specific duties, and evaluate the personnel on the Computer Services Team.

- Manage the configuration, installation, troubleshooting, and repair of microcomputer hardware and software on all district campuses and community regional learning centers.
- Purchase and maintain accurate inventory and configuration records of all computer and related peripheral equipment.
- Purchase and maintain accurate software and software license library for all NWTC owned programs.
- Understand and comply with College and State purchasing policies and procedures.
- Respond to user requests in a courteous and timely manner.
- Provide professional technical advice, guidance and implementation related to computer technology and college growth as a learning institution..
- Guide Computer Services staff in implementing, configuring, and maintaining application software and course related materials on district wide computers in accordance with software licensing agreements.
- Provide technical assistance to branch campuses and community regional learning centers.
- Maintain staff computer hardware and software technical skills commensurate to the technology employed within the district.
- Administrate and oversee the college Help Desk software program.
- Assist in other projects and assignments.

PHYSICAL DEMANDS: (The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.) While performing the duties of this job, the employee will be exposed to normal office conditions and usual office equipment such as telephone, personal computer, printers/copiers, reports and files. The employee will be constantly required to sit, talk, hear, and type/write. The employee will be frequently required to stand, walk, touch/handle/grasp (using hands and fingers), and reach with hands and arms. The employee will be required to crawl under desks to run cables. The employee must occasionally bend or squat and lift or push up to 50 pounds of general office items. Specific vision abilities required by this job include close, far, and field of vision. This position requires regular and punctual employee presence.

All application materials are only accepted online: resumes, cover letters, etc., must be attached to the application at the time of submission. **You are unable to go back after an application is submitted to add, delete or change any information**, other than address, phone number, and e-mail. Transcripts, however, may be added at any time.

EOE-NWTC does not discriminate on the basis of age, race, color, disability, sex, national origin, or other protected status.