

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

DIRECTOR CLIENT SUPPORT

FLSA STATUS: EXEMPT – PAY GRADE: 25 – P

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Director Client Support provides leadership and management to campus technicians who provide client/desktop computing and networks technical support to College staff, faculty, and students to foster student success and to enhance employee productivity. This position ensures that the life-cycles of both computer equipment and audio/visual equipment are maintained within established standards. This position collaborates with senior management in funding and placement of technology throughout the College.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Collaborates with team members to ensure technical solutions align with college standards and support end-user needs.

Supervises assigned staff; prioritizes and assigns work; ensures that staff are trained; recommends policies and procedures; ensures that employees follow policies and procedures; and maintains a healthy and safe working environment.

Leads and mentors desktop support staff, conducts performance evaluations, sets individual and team goals, and fosters a customer-service-oriented culture.

Monitors and reports on team performance metrics, including ticket resolution time and end-user satisfaction, and implements improvements based on data.

Negotiates with vendors for services for the procurement and installation of computers and audio/visual technology.

Coordinates with internal and external personnel to enhance College services and evaluates vendor services, coordinates facility availability, and collaborates with departments to address technology needs. Assists with initiative delivery, implementation and project oversight, and provides support, training, and resources.

Coordinates logistics for the delivery, installation, replacement, and upgrade of academic-use computers and college AV equipment by working with third party vendors, installers, wiring specialists, manufacturers, and end users, and ensures that vendors are prepared to meet expected hardware volumes.

Researches available technology, determines adequacy and cost efficiency, and develops college technology equipment standards.

Purchases all computers and audio-visual equipment for the college from IT and other department budgets.

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Analyzes current technology and determines lifecycle for replacement. Supports the implementation of operational and educational technology initiatives.

Provides Collegewide leadership in information technology technical support ensuring effective assistance to support students, staff, and faculty.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate administrator.

SUPERVISION EXERCISED

Supervises and directs the work of others.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited institution in a related field and five (5) years of directly related work experience or an Associate's degree from a regionally accredited institution and seven (7) years of directly related work experience.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and ten (10) years of client support, project management, and multiparty and multilocation logistics budgeting experience. Three (3) years supervisory management experience. ITIL Service Delivery Framework Foundation Certification (IT Infrastructure Library).

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, brochures, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate effectively in standard English. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

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Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with staff, students, co-workers and supervisors.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to utilize college algebra and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in operating computers and modern office equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of computers and office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 6/12/25