

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

ASSISTANT DIRECTOR CLIENT SUPPORT

FLSA STATUS: EXEMPT – PAY GRADE: 24- P

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Assistant Director Client Support provides strategic leadership and operational oversight for the College's multi-tiered Technical Service Desk, ensuring the delivery of timely, professional, and high-quality technology support services that foster student success, enhance employee productivity, and advance institutional effectiveness. Working closely with the Director of Client Support, this position advances institutional technology goals and coordinates support efforts across campus technicians for classroom lab replacements and staff and faculty endpoint refreshes. This position also leads end-user onboarding, training and service communications. In this role, the Assistant Director Client Support implements service delivery best practices aligned with institutional priorities, drives continuous improvement initiatives, and ensures data-informed, consistent client support experiences.

CHARACTERISTICS DUTIES AND RESPONSIBILITIES

Supervises assigned staff; conducts performance evaluations; facilitates professional development and training; approves leave requests and timesheets; creates and approves work schedules.

Directs the Technical Service Desk team to deliver consistent, high-quality support through strategic guidance and effective staff mentoring, adherence to service delivery standards and aligning team outcomes with institutional goals.

Develops, implements, and monitors policies, procedures, and service metrics (KPIs/SLAs) to drive operational excellence and proactively address gaps in support delivery.

Provides strategic oversight and technical leadership of the College's service management platform (e.g., Jira Service Management), including system architecture, configuration, training, and governance. Ensures the platform supports efficient workflows and aligns with institutional priorities.

Designs and delivers training and onboarding programs for service desk personnel and stakeholders, promoting customer service excellence, effective use of service platforms, and consistent support standards.

Collaborates with the Director of Client Support to assess classroom and lab technology needs; supports and occasionally leads the planning and coordination of collegewide lab replacement cycles and lifecycle standardization efforts, ensuring alignment with strategic support goals and effective coordination with Campus Support Technicians.

Serves as a liaison to internal IT teams, academic and administrative departments, and external vendors, representing the Technical Service Desk in collegewide initiatives. Oversees vendor service hours, manages service escalations, and leads user onboarding and technology transition efforts. Facilitates communication and alignment between the Technical Service Desk and Campus

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Support Technicians to ensure cohesive, client-centered support.

Leads continuous improvement initiatives, applying ITIL-aligned methodologies, root cause analysis, and project/change management practices to enhance service quality and operational effectiveness.

Manages internal and external communication strategies related to Technical Service Desk operations, including knowledge base content, system updates, service notifications, and user-facing documentation to support engagement and transparency across functional areas.

Supports and contributes to institution-wide IT initiatives and strategic service planning by assisting with the implementation of ITIL-aligned service delivery improvements, enterprise transitions, change management, and promoting continuous service innovation.

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 Director of Client Support.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Associate's degree from a regionally accredited institution and three (3) years of directly related professional experience in information technology support, including supervisory or leadership responsibilities within a technical support environment.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and five (5) years of progressively responsible experience in technical service desk or IT client support environments, with at least three (3) years in a leadership role in service desk operations or client-facing support teams. Proficiency with Jira Service Management, Confluence or similar platforms, and ITIL-based service management practices preferred.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including mainframe and personal computers, equipment, and related peripherals, and modern office. Tasks may require ability to lift, carry, push and or pull objects of light weight (12-20 pounds). Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from

obvious standards) of department records, documentation, figures, financial and reporting systems, and related equipment.

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

Language Ability: Requires ability to read standard English, as well as technical data, policy and procedure manuals, codes, etc. rendered in moderately complex terminology. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to adhere to accepted standards of business English, i.e., format, style, grammar, spelling, punctuation. Requires the ability to communicate with a broad array of individuals from various backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with the public, faculty, and staff under charge.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages; compute discount, profit and loss, ratio and proportion; interpret graphs.

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 accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under occasionally high levels of stress, imposed by frequent deadlines, peak workloads, or staff contact.

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).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 11/17/25