Assistant Director - Information Technology Support
LSU AgCenter

Job Title	Assistant Director - Information Technology Support
Department	East Baton Rouge Parish
Institution	LSU AgCenter
	Baton Rouge, Louisiana
Date Posted	Apr. 3, 2024
Application Deadline	Apr. 26, 2024
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Computing/Informational Services
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Job Description	

POSITION VACANCY ANNOUNCEMENT

Job Description

Work Location: Knapp Hall LSU Campus, Baton Rouge, and Statewide

Position Description: The Assistant Director of Information Technology Support is a key leadership role responsible for overseeing the LSU AgCenter's IT support services. This includes the management of the on-campus Help Desk and supervision of Field Technicians to ensure efficient and effective technical support is provided to all faculty and staff.

Key Responsibilities:

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- Lead the LSU AgCenter IT Support team, including Campus and Field Technicians, to provide top-tier customer service and technical support statewide.

- Assist in the development and implementation of policies and procedures for IT support operations to ensure alignment with institutional goals.

- Manage the recruitment, training, and professional development of IT support staff.

- Assist in communication and implementation of new technologies across the organization.

- Oversee the resolution of escalated technical issues to ensure a high level of customer satisfaction.

- Collaborate with other members of the IT leadership team to identify, recommend, develop, and implement cost-effective technology solutions for all aspects of the institution.

- Assist in the preparation and management of the IT Support budget, ensuring resources are allocated effectively to meet strategic objectives.

- Analyze performance metrics and compile reports on IT support activities to inform decision-making and continuous improvement efforts.

- Ensure compliance with relevant laws, regulations, institutional policies and departmental operating procedures.

Minimum Qualifications:

-

Bachelor's degree

- Minimum of 7 years of experience in IT support roles, with at least 3 years in a supervisory or management capacity.

- Strong leadership skills with a proven track record of managing and developing high-performing teams.

- Excellent communication and interpersonal skills, with the ability to interact effectively with a diverse range of individuals.

- In-depth knowledge of current IT technologies, trends, and best practices.

- Experience with budget management and resource allocation.

- Ability to handle multiple priorities and adapt to changing environments.

Preferred Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field; Master's degree preferred.

- ITIL Foundations Certification.

- Proficiency with Microsoft Operating Systems including an in-depth knowledge of Windows 10/11 Professional, including installation, configuration, and troubleshooting.

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Ability to support and troubleshoot issues with Microsoft 365 and Office Suite applications such as Excel, Word, PowerPoint, Outlook, and OneNote.

- Knowledge of cloud services related to Microsoft 365, including OneDrive, SharePoint, and security features.

- Experience with Microsoft Teams (work or school), including setup, management, and troubleshooting of team collaboration.

- Experience with system administration tools like Performance Monitor, Computer Management, Event Viewer, Task Manager, and Resource Monitor.

- Understanding of network configuration and troubleshooting.

- Ability to diagnose and resolve hardware and software issues, using tools like Windows PowerShell, Command Prompt, Registry Editor, Dell Tech Direct, and Dell Support services.

- Experience with using and managing Bomgar/Beyond Trust for remote support activities.

- Experience with deploying and supporting ZScaler services such as ZPA, ZIA, ZCC, etc.

- Experience with deploying computer systems and developing standardized disk images.

Additional Requirements:

- In-person office environment with regular statewide travel required.

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Availability to respond to urgent issues outside of standard working hours.

Salary and Benefits: Salary will be commensurate with education and experience. The LSU AgCenter has an attractive benefits package with a wide variety of benefit options. Current benefits offered include retirement, multiple medical insurance options, supplemental insurances (dental, life, long-term disability, accident, vision, long-term care, etc.), Tax Saver Flexible Benefits Plan (saves tax dollars on some child care and medical expenses), university holidays (14 per year, typically includes a week off at Christmas), generous annual (vacation) and sick leave benefits, Employee Assistance Program, and possible educational leave and tuition exemption for coursework at campuses of the LSU System. Specific benefits depend on job category, percent effort and length of employment.

Date Available: Upon completion of the selection process.

Application Deadline: April 26, 2024, or until a suitable candidate is identified.

Application Procedure: Apply online at https://lsu.wd1.myworkdayjobs.com/LSU (or through Workday for internal applicants) by attaching files containing a letter of application, curriculum vita, official university transcripts, and three letters of reference. Paper, faxed or e-mailed application materials will not be accepted, except that in lieu of attaching the reference letters online, they may be sent directly to:

Assistant Director of Information Technology Support Search Committee

LSU AgCenter Information Technology

241A Knapp Hall

110 LSU Union Square

Baton Rouge, LA 70803

Email : ITSupportJobs@agcenter.lsu.edu

Website: www.lsuagcenter.com

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The LSU Agricultural Center is a statewide campus of the LSU System and provides equal opportunities in programs and employment. An Equal Opportunity Employer.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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