

DIRECTOR, CUSTOMER SERVICE DELIVERY**NATURE OF WORK**

Under administrative direction, performs highly responsible and complex administrative work in directing and coordinating the client computing, customer relationship, administrative and related support functions associated with information technology services to employees in all state agencies. The unit serves as the single point of contact for providing centralized IT service desk, desk side and field IT support, general office and employee productivity software deployment and support, and IT account management to employees across all state agencies, and the centralized coordination and delivery of information technology training. Directs and supervises the work of managerial, professional, technical and clerical employees. Responsibility is held for planning the operations and processes of the unit; directing the work of employees; employee development; evaluating agency operations; development and administration of budgets; researching new procedures and work process improvements; interpreting relevant statutes, regulations and policies. Performs related work as required.

EXAMPLES OF WORK PERFORMED

Plans, develops and executes through managerial, professional, technical and support personnel, both strategic and tactical work plans of considerable complexity and scope in support of State's client computing devices and software.

Oversees the development of agency SLA and Balanced Score Card and information technology performance measures and metrics.

Develops and implements operating procedures within regulatory and statutory guidelines; oversees the development of forms and related work procedures.

Plans, develops, and coordinates the delivery of standard desktop productivity and support tools across the enterprise.

Serves as the primary IT customer service support organization for the state.

Meets with Cabinet level executives to review IT performance and resolve delivery issues.

Presents performance metrics and measures to legislative interim committees.

Renders decisions in unusual or priority situations; consults with the Chief Technology Officer in reviewing same.

Evaluates the operations and procedures of the unit for efficiency and effectiveness; develops and implements appropriate revisions for improved unit performance.

DIRECTOR, CUSTOMER SERVICE DELIVERY (CONT'D)**EXAMPLES OF WORK PERFORMED (CONT'D)**

Recommends the selection and assignment of staff and performs related personnel management tasks such as interviewing, evaluating and mentoring staff; assesses staff competencies and provides training or develops training/staff development opportunities.

Researches professional journals and peer organizations for operating and performance improvements.

Develops and administers the section and division program and operating budgets.

Directs the compilation of a variety of data on agency operations for regular and special reports.

Interacts effectively with national and state officials on the granting and use of federal funds for program and administrative purposes.

Participates in national, state and local conferences and meetings.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Extensive knowledge of technologies used directly by state employees including laptop and desktop computers, office automation and office productivity hardware and software and related devices.

Knowledge of the principles, practices and techniques of management and supervision, including planning, organizing, coordinating, staffing, training, budgeting and reporting.

Extensive knowledge of desktop productivity and support tools.

Knowledge of the organization and programs of the division or department.

Knowledge of state government organization, programs and functions.

Knowledge of federal and state legislative processes.

Knowledge of the interagency relationships at the federal, state and local government level as they impact the program, mission and operations of the agency.

Ability to plan, direct, organize and coordinate program and administrative functions.

Ability to supervise the work of managerial, professional, technical and support staff.

Ability to evaluate complex operational situations, analyze data as a basis for policy and administrative decision making.

Ability to establish and maintain effective working relationships with government officials, employees, vendors/suppliers and the public.

Ability to communicate effectively, orally and in writing.

DIRECTOR, CUSTOMER SERVICE DELIVERY (CONT'D)

MINIMUM QUALIFICATIONS

TRAINING: Graduation from a regionally accredited four-year college or university with a degree in the area of assignment.

SUBSTITUTION: Associate degree in information technology, business or public administration, computer science/management or a related field from a regionally accredited college or university, plus two years of supervisory experience in an information technology environment may be substituted for the required training.

EXPERIENCE: Seven years of full-time or equivalent part-time paid administrative experience in the area of assignment.

SUBSTITUTION: Graduate training in a related field from a regionally accredited four-year college or university may substitute for the required experience on a year-for-year basis.

PROMOTIONAL ONLY: Additional information technology experience as described above may substitute for the required training on a year-for-year basis.

Established: 7/21/05
Revised: 10/22/08
Effective: 10/22/08