### Position Description

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<th>Requisition #</th>
<th>03021101</th>
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<tr>
<td>Position Number:</td>
<td>02022161</td>
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<tr>
<td>Dept:</td>
<td>ENT APPS &amp; INFRASTRUCTURE SVCS - 061419</td>
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<tr>
<td>Position:</td>
<td>DIRECTOR OF CLIENT SUCCESS</td>
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<tr>
<td>Approved Payroll Title Code:</td>
<td>0655</td>
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<td>Approved Payroll Title:</td>
<td>BUS SYS ANL MGR 2</td>
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<tr>
<td>Approved MSP Salary Grade:</td>
<td>MSP27</td>
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<td>Approved PSS Salary Grade:</td>
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#### POSITION DETAILS

Under the general direction of the Chief Operating Officer (COO), provides administrative leadership services over the Client Success (CS) group which includes the IT Express Computing Services Help Desk, IT Professional Services (ITPS) Tier 1 Help Desk, Network Service Center (NSC), IET Communications/Analysis unit, Computer Lab Management (CLM), Software Licensing Coordination (SLC), Business Relationship Management (BRM), and Service Management Office (SMO). Develops long-term strategies that affect the entire department and university IT processes, and champions the organization's transformational culture of service and transparency, and is responsible for all IT strategic communications to campus. Provides feedback and support to the COO for the development, oversight, and management of the overall CS budget. Identifies resource needs and the development of budget forecasts to meet strategic priorities and/or operational goals.

Serves as one of IET's management liaisons to UC Davis' colleges, schools, and other organizational units. Provides leadership, vision, and guidance in all aspects of client technical support, and functions as the campus' client advocate in information technology matters. The CS director is delegated with the development and management of services and policies that enable the campus to effectively and efficiently use information technology to meet its goals and strategic objectives.

This leadership position is the senior management point person for the
client on service delivery issues and escalations and also oversees the IET Service and Business Relationship Management functions. Working directly with AVCs, Deans, Assistant Deans and Directors the BRM bridges the existing gap between business and technology across the organization. The purpose of this group is to identify & assist in the resolution of existing business needs via the most cost effective, efficient means possible for the campus.

**Campus Job Scope:**

Manage unit comprised of 49 career employees and 90 student employees, provide significant input to the COO regarding the $1.7M budget to support Client Services for IET campus clients. Directly supervising 2 FTE career employees. The unit is comprised of 7 groups: the IT Express Computing Services Help Desk which provides the computing and telephone technical support to all faculty, staff, students, and affiliates at UC Davis campus, Health System, and external customers of campus services; the Software Licensing Coordination group which provides select computer software acquisition and distribution services for the entire campus; the Network Service Center group which is the entry point for intake and fulfillment of departmental telecommunications and network service; the IET Communications and Analysis group which develops and implements appropriate communications, publications, and events, specifically those relating to organizational services, projects, and initiatives and guides data acquisition, analysis, and reporting services to IET service managers; the Computer Lab Management which provides and maintains computer classrooms, open-access computer labs, the IET Media Lab and the Center for Accessible Technologies for general campus access for use by faculty and students in research and instruction; IT Professional Services which provides Tier 1 internal and external desktop support, and the Service Management Office which provides Service Management leadership and application services to all IT and Administrative Management organizations across campus.

**Direct Reports:**
INFO SYS MGR 1: 2 FTE

**Indirect Reports:**
BTS SUP 2: 2 FTE
BTS SUP 1: 1 FTE
INFO SYS SUP 1: 1 FTE
SYS ADMN 4: 1 FTE
SYS ADMN 3: 2 FTE
BTSA3: 13 FTE
BTSA2: 7 FTE

**Positions Supervised:**
BSA 4: 1 FTE  
INFO SYS 3: 5 FTE  
IT SEC ANL 3: 1 FTE  
DIG COMM 3: 1 FTE  
WRITER EDITOR 3: 1 FTE  
MEDIA COMM 3: 1 FTE  
COMP RESC SPEC 2: 2 FTE  
COMM NET & TECH ANLST 2: 4 FTE  
BLANK ASST 3: 2 FTE  
STUDENTS: 90  

50% CLIENT SUCCESS STRATEGY & MANAGEMENT  
Provide leadership & vision in the establishment of strategic goals & plans for the delivery of client services in alignment with IET & campus needs. Provide leadership & direction for the Client Success Group which includes the IT Express Computing Services Help Desk, IT Professional Services (ITPS) Tier 1 Help Desk, Network Services Center (NSC), IET Communications/Analysis unit, Computer Lab Management (CLM), Software Licensing Coordination (SLC), Business Relationship Management (BRM), and Service Management Office (SMO). Provide leadership adoption of an enterprise-wide service management system & lead initiatives to achieve operational excellence. Oversee implementation of procedures for compliance with ITIL standards. Supervise staff & operations of the CS group. Develop policies, procedures, direction & scope of work. Responsible for oversight of HR functions for the group including recruiting, training, counseling, performance management. Responsible for budget preparation & oversight.

15% SERVICE MANAGEMENT PROGRAM/BUSINESS RELATIONS MANAGEMENT  
Lead & direct the Service Management Office (SMO) & Business Relations Management (BRM). SMO encompasses the functions of service management application management, campus-wide knowledge management system & campus-wide service catalog of all campus IT & business services. Partner with departments & colleges to develop a governance model to manage service management suite of services. BRM works with campus stakeholders to identify and assist with the identification and resolution of campus business needs. Assist with resource capacity planning, linking with program management & working with campus leaders to implement technologies that advance UC Davis competitive advantage. Ensure the advancement of a scalable model for identification of cross-departmental business needs.

15% IET COMMUNICATIONS
Lead & direct IET Communications/Analysis unit with development of strategies & implementation of IET communication, publications & events related to organizational services, projects & initiatives. Oversee creation & implementation of guidelines, procedures, templates & innovative measures, including web technologies, to ensure cohesive communication. Oversee & guide data acquisition, analysis & reporting services & provide client service metrics data. Help develop, maintain, analyze, produce, display & archive metrics to support the IET vision, mission & goals.

10% CAMPUS IT COMPUTING & DESKTOP SERVICE DESKS & NETWORK SERVICE CENTER MANAGEMENT
Lead, direct, & assume programmatic responsibility for Tier 1 computing, desktop, telecommunications, & network service requests. Oversee research/marketing of new & existing services for publishing & distribution of the campus directory. Provide guidance & oversight to technical support units to employ industry standards to provide high service levels. Ensure continuous process improvement to streamline & standardize processes.

5% COMPUTER LAB MANAGEMENT
Oversight of the Computer Lab Management unit which provides & maintains computer classrooms, open-access computer labs, the IET Media Lab & the Center for Accessible Technologies for general campus access for use by faculty & students in research & instruction.

5% SOFTWARE LICENSING/COORDINATION
Provide oversight to SLC unit which is responsible for evaluating business requirements & collaborating with UCD & system-wide communities to assess software needs. Provide a leadership role in the TIF & the TSP communities & other campus IT orgs. Review & communicate strategies, recommendations & resolutions regarding software solutions.

Physical Demands:  Work at a computer for extended periods.

Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems and communication requirements.

Work Environment:  Must be routinely on-call and carry a cell phone.

Occasional overnight travel required.
Travel between campus and off-campus locations.

Vacation is restricted during peak workload periods.

Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, report any workplace safety issues promptly to their supervisor or the designated safety coordinator.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes

QUALIFICATIONS

Minimum Qualifications:

A Bachelor's degree in a related field and/or equivalent experience.

Experience to lead strategic and tactical planning, and to translate campus-wide strategic planning into unit-specific goals, objectives, and activities.

Experience supervising multilevel departments and staff.

Experience to apply Client relations management principles and techniques to information technology client services operations.

Experience developing budgets and analysis and the skill to develop cost models for services.

Experience in Client service and systems management data mining, analysis, and reporting.

Experience with the principles and practices of business management to manage a technical unit.

Leadership and decision-making experience.

Experience researching, identifying and validating trends and issues related to operational activities.
Experience to manage: an information technologies consolidated services help desk by ITIL or other industry standards; computer systems support operations; software acquisition, distribution, and license operations; indirect technical support operations, including computer security response team operations.

Experience in the management of the Client service functions in a large information technology organization.

Experience conceptualizing and presenting goals and complex concepts of services to clients, campus leadership and external partners.

Experience managing multiple functional areas of information technology operations including all aspects of client support services.

Experience performing process analysis and evaluation of operations.

Experience to manage fiscal transactions and budgets, and allocate resources, for functional areas of information technology operations while strictly adhering to federal, state, and local laws; and University and department policies and procedures.

Highly developed analytical, problem-solving, and conflict resolution skills, in both formal and informal settings

Planning, analytical, and program evaluation experience

Experience managing technical support teams, security procedures, implementation methods and procedures, feasibility studies, for the design, integration, and reliability of centrally developed services.

Experience to apply information technology change management operations to client services operations.

**Expectations**

Address any workplace safety issues with staff you supervise or lead. Ensure all staff are informed of typical workplace hazards via the job safety analysis and personal protective equipment process and complete required safety training.

Assists the safety coordinator and safety officers in implementing workplace safety practices. Escalate any issues to the designated safety coordinator, safety officer, and/or department director
promp\textit{tly}.

Read, understand and follow the UCD Principles of Community.

Strong professional ethics and accountability.

Understand the various systems, policies, procedures and regulations that govern and guide the department and university.

Work effectively and meet deadlines in a dynamic environment subject to changing priorities.

Meet expectations, with an emphasis on quality, quantity and timeliness of work.

Actively build constructive and effective relationships with colleagues at all levels; advise and collaborate with others to develop a stronger team and enhance workplace spirit; share knowledge and resources and encourage the same of others.

Initiate and maintain cooperative relationships with people from diverse backgrounds.

Contribute as a team player in a respectful and professional environment.

Assure strong customer service orientation in all departmental staff.

Hold others accountable for ethics, integrity, and competence in performance of responsibilities.

Think and act strategically and proactively.

Provide information clearly, accurately, and succinctly for the appropriate target audience.

Exhibit good listening skills and keep others informed.

Exercise rigorous integrity, ethics and discretion in all matters and to protect confidential information.