

Information Technology Site Lead

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Company: Insight Global

Location: Madison

Category: other-general

Under the direction of the Executive Director of IT Operations, the IT Director will provide leadership over the technical staff responsible for IT service delivery; Maintain a high level of customer service excellence; Participate in budgeting, capital equipment processes, and quality improvement activities for the organization. The IT Director will meet scheduled milestones to ensure project/program objectives are met in a timely manner; Implement and adhere to college-wide technical policies, objectives, and methods. All activities will be conducted with an appreciation and respect for diversity of people, styles, and views.

Oversee and support all aspects of IT operations and service delivery within the assigned service area.

Provide technical advice on technology related services that fall outside the scope of OIT, and where appropriate engage IT support staff to provide additional support.

Work alongside campus leadership to improve IT service delivery, serve as the point of contact between campus leadership and OIT.

Manage change control processes in accordance with college-wide change control processes as it applies to IT services.

Manage hardware and software assets in accordance with statewide procedures.

Recruit, manage, and supervise IT support staff.

Participate in the IT budgeting process and direct expenditures for computer and technology services.

Manage team projects, utilizing best practice project management methodologies, to a successful conclusion.

Create and maintain a team atmosphere and project plans as appropriate.

Support the daily IT operations, work with the Executive Director of IT Operations to provide leadership that promotes and supports compliance of the statewide goals of OIT.

Directs, tracks, delegates, and reviews the IT Helpdesk requests and incidents to ensure that they are resolved in a timely manner and within the Service Level Agreement (SLA).

Reviews individual helpdesk requests and incidents of team members to assure that all items are resolved accurately on time, and the communication documented is complete and respectful.

Provide coaching to correct IT Helpdesk case and incident behavior that falls out of compliance and communicate directly with customer to promote excellent customer service standards.

Facilitate assistance from statewide teams or supervisor as needed to escalate an incident when it falls outside of the scope of the IT Support Team.

Strong leadership, including management of a team, that promotes and supports compliance of the statewide goals of OIT.

Provide continual leadership and coaching to all members of the team, both direct and indirect reports.

Provide technical advice on technology related services that fall outside the scope of OIT Shared Services, and where appropriate engage IT support staff to provide additional support.

Maintain communication with the IT System Administrator(s) and IT Network Administrator(s) as needed to service the local campus needs.

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