

DIRECTOR, USER SUPPORT AND MEDIA SERVICES

POSITION DESCRIPTION

The Director of User Support and Media Services provides strategic leadership and operational management for all front-line technology support services. This is a senior leadership role dedicated to delivering an exceptional customer service experience and ensuring the reliability of technology in all learning spaces.

The Director leads two critical, user-facing teams: User Support Services (the IT Service Desk and desktop support) and Classroom & Media Services. This role is responsible for the entire support life-cycle, from the initial service request to resolution, and oversees the design, implementation, and maintenance of technology in the District's mediated classrooms and hyflex conference rooms. The Director is the primary advocate for the end-user, ensuring that all support services are responsive, effective, and aligned with the college's mission of student success.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from Chief Technology Officer or designee. Exercises supervision over assigned personnel. The incumbent is expected to work independently, exercising professional judgment and initiative to achieve departmental goals. Exercises direct supervision over assigned technical, clerical, and support personnel.

REPRESENTATIVE DUTIES/ESSENTIAL FUNCTIONS

The duties listed are intended to provide examples of the types of work performed and are not intended to be an exhaustive list of all responsibilities. The District reserves the right to modify or assign additional duties consistent with the classification.

The following duties are representative of the essential functions of this position:

1. Lead and manage the District's IT Service Desk, desktop support, and student technology support functions, including the development and implementation of training programs that promote professional, empathetic, effective, and service-oriented support across all user interactions.
2. Develop, implement, and monitor Service Level Agreements (SLAs) and key performance indicators (KPIs) using the IT Service Management (ITSM) platform to measure and improve service delivery.
3. Oversee the lifecycle management of all District-owned endpoint devices; including imaging, deployment, maintenance, and surplus.
4. Develop and maintain a comprehensive knowledge base and self-service resources to empower users to resolve common issues independently.
5. Direct the design, installation, and maintenance of all audio-visual and instructional technology in the District's mediated classrooms, hyflex environments, and conference rooms.
6. Develop and implement a proactive maintenance and lifecycle replacement plan for all classroom technology to ensure high availability and minimize instructional downtime.

DESERT COMMUNITY COLLEGE DISTRICT

7. Provide expert consultation to faculty and academic departments on the effective use of classroom technology to enhance teaching and learning.
8. Oversee the support for District events, ensuring that audio-visual and media service needs are met effectively.
9. Assist with the planning and monitoring of the departmental budget, including the procurement of endpoint hardware, software licenses, and audio-visual equipment.
10. Manage vendor relationships and service contracts for hardware, software, and AV integration services.
11. Develop and implement user-facing policies, procedures, and communication plans for all areas of responsibility.
12. Serve as a key member of the IT leadership team, collaborating on strategic planning and initiatives.
13. Chair or Co-Chair assigned governance committees to create policies and standards for data quality, access, and usage.
14. Provide direct supervision, coaching, and professional development to assigned staff and student workers; conduct formal performance evaluations and recommend disciplinary actions in accordance with District policies and collective bargaining agreements. █
15. Perform other duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

- IT Service Management (ITSM) and IT Infrastructure Library (ITIL) frameworks.
- Best practices for managing a technical service desk and tiered support model.
- Modern endpoint management tools, operating systems (Windows, macOS, iOS), and enterprise software.
- Advanced audio-visual systems, including video conferencing, lecture capture, control systems (e.g., Crestron/Extron), and hyflex classroom design.
- Principles of project management, budget administration, and vendor management.
- Principles of supervision, training, and performance evaluation.
- Cultural competency and an understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

Ability to:

- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.
- Interpret and apply complex and technical State and federal laws and regulations related to assigned program.
- Create and maintain standardized technical documentation, Standard Operating Procedures (SOPs), and knowledge base resources for the campus community.
- Maintain regular, reliable, and punctual attendance consistent with District standards and operational needs.
- Interpret, apply, and explain rules, regulations, policies, and procedures; maintain records and prepare reports.

DESERT COMMUNITY COLLEGE DISTRICT

- Communicate clearly, concisely, effectively and professionally, both verbally and in writing, with employees and District leadership and stakeholders, especially during stressful situations; de-escalate difficult customer interactions with empathy and tact.
- Establish and maintain cooperative and effective working relationships with others; work independently, confidentially, organize work to meet schedules, timelines and with minimal direction; exercise tact and diplomacy when handling sensitive or confidential matters.
- Interpret, apply, and clearly explain rules, regulations, policies, and procedures; maintain accurate records and prepare comprehensive reports; and learn District organization, operations, policies, and objectives.
- Supervise, coach, evaluate and motivate a team of technical professionals and foster a collaborative, customer-focused team culture.
- Manage a complex operational budget.
- Develop and implement effective service level agreements and support workflows.
- Plan and manage large-scale technology deployment projects (e.g., annual computer refresh).
- Stay current with emerging trends in end-user support, academic technology, and AV systems.
- Remain calm and effective while leading a team during a major service outage.

MINIMUM QUALIFICATIONS

Any combination of education and experience:

A Bachelor's degree from an accredited institution in Information Technology, Business Administration, or a related field.

Seven (7) years of progressively responsible experience in a technical support or media services environment, with at least four (4) years in a management or supervisory role.

Demonstrated experience managing a service desk or technical support team

OR

An Associate's degree from an accredited institution in Information Technology, Business Administration, or a related field.

Seven (9) years of progressively responsible experience in a technical support or media services environment, with at least four (4) years in a management or supervisory role.

Demonstrated experience managing a service desk or technical support team.

WORKING CONDITIONS

Environment: District office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; requires some evening and weekend

DESERT COMMUNITY COLLEGE DISTRICT

responsibility; occasional travel to other locations to attend meetings or conduct work. The ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift (up to 20 pounds), carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other control device, dexterity of hands and fingers to operate keyboard, ability to communicate and provide information to others.

EMPLOYMENT STATUS

Classified Supervisor

Leadership Salary Schedule: Range 10

Personnel Management Committee Review: June 10, 2026

Board Approved: June 25, 2026