

CONNECTICUT DISTANCE LEARNING CONSORTIUM
JOB OPPORTUNITY
Support Services Assistant Manager

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public
Location: 85 Alumni Road, Newington, CT
Hours: Full Time
Salary: \$56,723
Closing Date: November 19, 2013

General Knowledge: Minimum two years' experience in supervising a help/service desk; experience with Call Center staffing, reporting, and technologies; Familiarity with IT Service Management and ITIL; strong customer service decorum; experience in collaborating across departments, excellent oral and written communication and analytical skills required.

Preferred Skills and Ability: HDI certification is desirable; Knowledge of Student Financial Aid processes would be a plus.

Special Knowledge: See above.

Position Summary: Primary responsibilities include collaboration with the Support Manager to recruit, retain, coach/train and supervise internal support personnel; Reviews and monitors appropriate metrics and reports to ensure quality of service. Maintains relationships with client leads and participates in regularly scheduled status meetings; Participates in operational decisions that will accommodate growth.

Special Experience: HDI certification is desirable. Knowledge of Student Financial Aid processes would be a plus.

Substitution Allowed: N/A

Eligibility Requirement: Associate's degree (Bachelor's preferred) and a minimum of two (2) years' experience in supervising a help/service desk; experience with Call Center staffing, reporting, and technologies; familiarity with IT Service Management and ITIL; strong customer service decorum; experience in collaborating across departments, excellent oral and written communication and analytical skills required.

Application Instructions:

Interested and qualified candidates who meet the above requirements should submit a cover letter and resume by November 19, 2013 at <http://www.charteroak.edu/AboutUs/Employment>. No phone calls please.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.