Announcement of Available Position

Position: User Support Manager

Responsibilities: Northwestern State University seeks a motivated and experienced individual to assume the position of User Support Manager. The User Support Manager will be responsible for:

- Manage and supervise user support personnel
- Manage and maintain projects related to user support
- Prioritize and assign work orders to user support staff
- Manage and maintain movable property documentation
- Create, update and organize all user support documentation and user handouts
- Provide assistance to faculty, staff, and students on their technology challenges
- Provide purchasing information to users on request
- Provide consultation to departments when making technology purchases
- Configure and connect devices to the network
- Setup, install, and repair computer hardware, peripherals, and software
- Setup and maintain departmental labs
- Provide application support, such as, Microsoft Office, Internet browsers, Email and other office productivity packages
- Able to physically relocate hardware on campus and complete inventory control forms
- Ensure that all systems installed follow University security policies
- Provide support (including periodic on-site visits) to Leesville, Alexandria, and Shreveport campuses
- Assist with setup of events on campus when needed
- Demonstrate good balance of technical and customer service skills
- Create and maintain user tutorials
- Other duties as assigned

Qualifications: Preference will be given to applicants with the following qualifications:

- Relevant experience with installing, troubleshooting, configuring and maintaining computing systems and applications in a campus environment
- Relevant experience in providing user support or customer service
- Relevant professional certifications are highly desired

Salary: Negotiable, depending on experience and qualifications.

Application Process: Review of applications and interviews of candidates will begin immediately and will continue until the position is filled. Position available contingent upon Board approval and applicants may be subject to a background check and a drug screen. Applicants must submit a letter of application, outlining their qualifications, a current resume, and three references to:
Requests for additional information, or electronic submission of application materials, may be sent to tracy@nsula.edu. Northwestern State University is an equal opportunity employer. Women and minority candidates are encouraged to apply.