

Justification for adding an IT Customer Support Manager to the DO IT operation in fiscal year 2016-2017.
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Recommendation

With the ever increasing dependence on Technology as a driver for innovation and productivity across areas such as instruction, enrollment management, public safety, business services, facilities and human resources, the importance of providing effective IT support for existing and new technology services is paramount.

To the users of Technology, the IT Customer Support operation is the face of IT and how well (or not so well) this support works has a direct correlation with users' perception of IT.

Delivering this support requires a multi-pronged strategy at all levels of the IT organization to ensure the use of technology enables and not hinder innovation and productivity throughout the organization.

The District Office and the College IT directors strongly believe that delivering excellent IT support at KCCD requires a dedicated IT management resource to focus on and drive the key elements of this support operation such as:

- Developing and maintaining Self-Help information such as KB articles and FAQs
- Managing KCCD's outsourced "First-Point-of-Contact" IT support vendor; this includes call quality assurance, high problem resolution rates, timely problem resolution and escalation procedures for critical or complex problems.
- Coordinating problem resolution efforts across the outsourced support vendor, District Office IT staff and College IT staff.
- Ongoing management, assessment and improvement of local Tech Support provided for District Office end-users.
- Driving standardization across key IT areas such as workstation images resulting in fewer problems and quicker problem resolution for problems that do occur.
- Identifying chronic IT problems requiring root cause analysis and more in-depth correction efforts.
- Identifying and addressing end-user IT Professional Development needs.
- Developing, planning, scheduling, overseeing and delivering workshops, seminars, and other forms of training in support of technology fluency for all KCCD employees.

This position will have two direct reports which are currently active and filled positions. A System Support Analyst and System Support Specialist I.

The System Support Analyst serves as the next level support for IT problems that cannot be resolved by KCCD's outsourced support vendor. They also play a key role in keeping as many problems as possible from needing the time and attention of other KCCD IT resources such as Application Programmers, Network Engineers, System Administrators or Database Administrators which are costlier resources and focused on keeping numerous IT systems and services running optimally. Finally, the System Support Analyst assists the IT Customer Support Manager in ensuring effective coordination of overall IT support between KCCD's outsourced support vendor and KCCD IT staff.

The Systems Support Specialist provides on-the-ground (i.e. PCs, Printers, Conference Rooms) technical support for KCCD District Office staff and also backs up the System Support Analyst when needed.

Conclusion

To reiterate, District IT is proposing the addition of a IT Customer Support Manager for fiscal year 2016-2017.

This position is instrumental in reducing the impact of IT problems, delivering timely support services and ensuring KCCD end-users have a positive experience using IT services. As alluded to already, the work to achieve this requires laser focus on things such as:

- 1) Develop, measure and continuously improve IT support services (End-User Satisfaction)
- 2) Develop and track key performance metrics to ensure IT support is aligned with what KCCD needs to effectively leverage IT
- 3) Measure, build, maintain and improve support staff skills, morale and effectiveness

THE SUCCESSFUL USE of any IT service REQUIRES an effective IT Support Operation!

Thus the need to have a manager whose sole focus is to deliver effective IT Support.