

## **Position Title: End User Services Manager**

**Date: February 19, 1998**

### **General Description**

The purpose of this position is to manage all information systems training and development activities for end users including training needs assessments, course design, conducting small group and individual training sessions or selecting an outside vendor to perform training, leading application user groups and evaluating training effectiveness; manage the help desk including insuring full coverage during business hours and reviewing support logs to identify recurring problems and to recommend corrective action; manage production services including print outputs, system backups, and operation and maintenance of production-related peripherals; and insure accurate user documentation is available for all end user applications.

### **Major Duties**

- Manages all Information Systems (IS) training and development activities insuring that they are completed on-time, that they effectively meet user needs, and support the priorities established for IS.
- Manages the help desk and insures effective response and IS staff coverage during business hours.
- Manages production services insuring on time delivery for all user print requests and timely completion of all scheduled production runs.
- Regularly assesses user software proficiency for all IS-supported applications through personal interaction and formal needs assessments and provides or recommends appropriate training.
- Determines whether training needs can best be met with in-house or outside vendor training; when required, recommends, schedules, and acts as liaison with outside vendor.
- Conducts new user orientation training.
- Leads application user groups as a formal means for users to exchange knowledge they have gained about a particular application.
- Maintains documentation library insuring usability, availability, accuracy, and comprehensiveness of all documentation.
- Communicates application tips and techniques to all N.O. staff.
- Assists the IS Director with the development and management of the yearly IS budget, specifically those items related to computer-related supplies and training materials and services.

## **Contacts**

The incumbent has contact with all levels of National Office staff; hardware, software, and training vendors; external users of similar technologies; and other training and development professionals. The Production Control Specialist and the User Support Representative report to this position.

Contacts are for the purpose of software support, course design, coordinating user training, and conducting training sessions.

## **Freedom to Act:**

The Information Systems Director, sets forth scope of activity in assigned areas and assigns special projects with broad objectives and deadlines. The incumbent reviews training requests and advises the Director on estimated time and staff requirements, along with exceptional characteristics that may affect the Director's decision regarding priorities, assignments of personnel, changes in planned resource allocation, or formation of special purpose teams.

The incumbent plans and organizes the projects, coordinates efforts of technical staff and provides advice for problem resolution. This individual advises the Director on issues that have potential policy impact. Completed work is reviewed for its effectiveness in meeting user requirements, accuracy of estimated timeframes and projected problem areas, and achievement of productive and harmonious relationships in coordinating the projects with technical staff, users, and management.

## **Education, Experience, Knowledge, Skill**

Knowledge typically acquired through:

- Obtaining a bachelor's degree in Computer Science, Information Systems Management, or Human Resource Development;
- Three to five years related experience (supervisory experience preferred).
- One to two years supervisory experience.
- Scope and depth of technical knowledge/skills:

## **Knowledge of and experience with:**

- Novell's NetWare and understanding of network hardware and software concepts.

- MS-Windows 95, MS-DOS, MS-Office, WordPerfect, GroupWise, Lotus 1-2-3, and other DOS and Microsoft Windows applications.
- Familiar with operations management in a mid-range computer environment.

### **Scope and depth of non-technical knowledge/skills:**

- Strong written and oral communication skills.
- Ability to design, conduct, and evaluate small group and individual training sessions.
- Ability to write clear and accurate user documentation.
- Familiar with adult learning theory.

### **National Office EEO Policy**

"The incumbent shall assure that all employment practices under his or her control comply with applicable equal opportunity laws and company policy. Any questions concerning these laws or company policy should be addressed to {COMPANY}'s Human Resources Team."

### **Disclaimer**

"This description is intended to provide an overview of the responsibilities and duties of the position. It is not all inclusive. The incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract."