

Northeastern University  
Boston, MA

## Position Specifications Director, Information Services Customer Services

April 2013

Prepared by:  
Carrie Coward  
Summit Search Solutions, Inc.



Northeastern University

[www.northeastern.edu](http://www.northeastern.edu)

## THE OPPORTUNITY

---

### Overview:

Founded in 1898, Northeastern University is a private research university [Carnegie Classification: Research RU/H] located in the heart of Boston. The University is a leader in worldwide experiential learning, urban engagement, and interdisciplinary research that meets global and societal needs. The broad mix of experience-based education programs—the signature cooperative education program, as well as student research, service learning, and global learning—build the connections that enable students to transform their lives.

The University was ranked 56<sup>th</sup> of the top 100 in the country in 2013 by US News & World Report's edition of Best Colleges.

Northeastern offers a comprehensive range of both 90 undergraduate and over 160 graduate programs in nine schools and colleges. The campus consists of over 60 acres of academic, research and administrative buildings and more than 20 student residential buildings.

Currently the University enrolls approximately 30,000 full-time undergraduate and graduate students from more than 125 countries around the world. Of the 2,326 faculty members, more than 1,000 are full-time. Please visit <http://northeastern.edu>.

### Focus and Vision

The mission of Northeastern is to educate students for a life of fulfillment and accomplishment, and to create and translate knowledge to meet global and societal needs.

The University embraces a world-based approach to education and research. Grounded in its signature co-op program, the University provides unprecedented experiential learning opportunities globally; its rapidly growing research enterprise is strategically aligned with three national imperatives: health, security, and sustainability.

Northeastern is focused on leveraging its unique strengths in experiential education programs, interdisciplinary research and scholarship, and its broadly-based partnerships with the city of Boston, toward continuing emergence as an academic and research leader with increasingly stronger global reach and impact.

A central element of the University's vision is to seek opportunities for scholarship across the traditional boundaries of academic disciplines.

**Information technology is one of the critical elements in actualizing this vision, thus presenting the University's Information Services team with a unique opportunity for leadership within Northeastern and across higher education.**

**Location:** Boston, MA

**The Position:**

Northeastern University is seeking a Director of IS Customer Services (ISCS) to oversee the development and delivery of centralized, integrated, end-user computing and information technology support to the University community, including the I.S. Help Line, Desktop services, Audio Visual Support, Media Services Design and Support, student computing and support labs, Digital Media Commons, residence hall network support services and executive support. In addition, he/she will provide a central point of contact while ensuring the highest level of customer satisfaction, address problems that represent broad and highly complex integration issues while using new technologies and techniques across the University.

Additionally, the Director will provide leadership in business, technical and service management across Northeastern. As a member of the IS leadership team, the incumbent will work directly with the Vice President/CIO and the Information Services executive team to formulate the strategic direction of the Division as well as new services, manage cross-functional projects and resolve technology issues - all in support of the University's goals and objectives. The Director of ISCS will provide the leadership to ensure customer problems are proactively avoided where possible and resolved when they do occur. Also included among the duties will be the daily work of Department Operations, including tactical issues, budgeting, and human resource issues.

The ability to support complex work that requires a wide breadth and depth of technical knowledge and understanding as well as the ability to discern key aspects of a problem and integrate them within a broader technical and business context and to determine the significant impact is the greatest ongoing challenge of this position.

**Primary Duties/Responsibilities and Personal Traits:**

- Supervises seven direct reports. The division has a total staff of 33.
- Manages an operational budget of \$3.2 million.
- 50% of time in oversight and management of Desktop support via the Call Center which includes the development and implementation of business procedures to support end users, working with IS personnel as well as other academic and administrative computing staff to develop strategies on how to interact with users based on the support structures within ISCS, facilitating the strategic working relationships between all functional groups within Information Services, monitoring QA process and trends, and providing reports and future needs projections to determine staffing and workload requirements. Including satellite campuses such as Nahant, Dedham, Burlington, Seattle Washington and Charlotte NC.
- 10 % of time is spent overseeing the management of the ResNet Student Support resource center ensuring that student desktops are compatible with the ResNet infrastructure.
- 25% proactively supporting classroom technology and meeting rooms and event Management spaces across campus.
- 15% of the time providing strategic direction for the Customer Service Organization and Division. Also relationship building with the various cohorts across campus such as deans, students, faculty and staff.

- To ensure that essential services are provided to the university community, the employee will be required to work outside their regular working hours as needed.
- Commitment to the mission and spirit of the university and a passion for accountability, unwavering commitment to honesty and integrity, a comfort level with ambiguity, and an unfailing sense of humor.

**Qualification and Skill Requirements:**

- Bachelor's degree required, preferably with professional certification in related technical and business acumens or equivalent work experience.
- Seven or more years in a managerial/supervisory role in customer services or support (includes providing guidance and support to front line managers, performance management, and the ability to lead and participate with technical competency, interpersonal effectiveness, and prioritization of customer needs and business objectives in both project and service situations.)
- Managerial and technical experience in a multi-platform, multi-application, fully networked environment supporting a functionally diverse customer community.
- Significant written and verbal communication skills with the ability to translate complex technical issues to the average end user.
- Excellent interpersonal skills and demonstrated ability to work well with all areas of the University community and all types of customers, including senior executives, faculty, staff and students.
- Experience implementing and continuously improving an end user web self-service experience that encompasses both problem and knowledge management.
- Experience in developing support documentation, negotiation of service level agreements and vendor agreements.
- Proven ability to manage through both leadership and measurement, ensuring delivery to customer service levels and commitments with a 'Customer Is Always Right' service attitude.
- An inclusive leader, with recognized skills in identifying and developing talent, as well as a commitment to making others successful.

## PROCEDURE FOR CANDIDACY

---

Confidential review of applications will begin immediately and continue until position is filled.

To apply, please click here or cut and past the URL into your browser:

**Apply Now**

<http://summitsearchsolutions.catsone.com/careers/index.php?m=portal&a=details&jobOrderID=2117481>

**For nominations or further information please contact**

**Stephanie Fowler**

Senior Consultant

Summit Search Solutions, Inc.

Direct: 530-677-9945

[sfowler@summitsearchsolutions.com](mailto:sfowler@summitsearchsolutions.com)

**Carrie Coward**

President

Summit Search Solutions, Inc.

Direct: 828-669-3850

[ccoward@summitsearchsolutions.com](mailto:ccoward@summitsearchsolutions.com)

*Northeastern University is an equal opportunity / affirmative action staffing partner. Candidates are received, reviewed and referred for consideration when appropriate as to skills, experience and education, without regard to age, race, creed, color, religion, national or ethnic origin, marital status, gender, gender identity, sexual orientation, disability, military status or status as a disabled veteran or veteran of the Vietnam era, or any legally recognized status entitled to protection under applicable federal and state law.*





## BOSTON, MASSACHUSETTES

---

Boston, located in Suffolk County, is the capital and largest city of the Commonwealth of Massachusetts in the United States. The largest city in New England, Boston is considered the unofficial economic and cultural center of the entire New England region. It's steeped in history, yet has its share of modern buildings. In some ways, it's a very provincial city, yet has a long and proud history of international trade and immigration - and has the nation's highest concentration of colleges. You'd be hard pressed to find a U.S. city with more cultural attractions than Boston. From the Boston Symphony Orchestra to the Museum of Fine Arts, from Newbury Street galleries to the bookstores of Harvard Square, Boston has more than enough going on to keep you busy fulltime.

Boston's colleges and universities have a major impact on the city and region's economy. Not only are they major employers, but they also attract high-tech industries to the city and the surrounding regions, including computer hardware and software companies as well as biotechnology companies like Millennium Pharmaceuticals, Merck & Co., Millipore, Genzyme, and Biogen Idec. According to a 2003 report by the Boston Redevelopment Authority, students enrolled in Boston's colleges and universities contribute \$4.8 billion annually to the city's economy. Boston also receives the highest amount of annual funding from the National Institutes of Health of all cities in the United States.

### *Interesting facts about Boston, MA:*

- There is a 6.25% state sales tax, but food and clothing (at least for articles up to \$150) are exempt and there are no local sales taxes.
- Boston has an extensive network of subways, bus routes and commuter rail lines.
- Boston has four very distinct seasons.
- Residents of Boston are referred to as *Bostonians*.
- Home of the NHL Boston Bruins who have won 6 Stanley cups, Boston Celtics who have won 17 NBA Championships, Boston Red Sox, 7-time MLB World Series champions and New England Patriots, 3-time Super Bowl champions.



*For additional information on Boston, MA, please visit:*

- [Boston Chamber of Commerce](#)
- [National Historic Park - Boston](#)
- [Boston Business Journal](#)
- [CBS Local News - Boston](#)



[Summit Search Solutions, Inc.](#) is a boutique executive search firm dedicated to serving education, healthcare and not-for-profit communities nationwide. Summit offers organizations premier services with personalized service, impeccable process, and results that surpass client expectations. Summit employs passionate search professionals who know and believe in the organizations and talent we represent and are committed to placing the right candidate in the right job. Our focus is on presidents/chancellors; provosts; vice presidents; deans; chairs and directors of major service/academic units; as well as administration including institutional advancement, student affairs, finance, enrollment management, technology, and human resources. Our mission is to facilitate the placement of top talent for mission driven organizations. Based in Asheville, NC, Summit has a team of experienced recruiting consultants in strategic locations across the country including New York, North Carolina, Michigan, and California.