Student Operations Manager and Training Coordinator

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Type: Full-Time
Salary: $62,355 - $64,150 per year
Posted: 2 days ago
Category: IT Manager/Director; +1 Student Affairs and Services
Military

Division: Dean of the Faculty

Department: Information Technology Services - Engagement and Support

Work Arrangement type

On-Site (Hamilton, NY) - expected to work fully at the designated campus/office location.

Hiring Wage/Salary Range

$62,355 - $64,150

Professional Experience/ Qualifications

Project Management

Demonstrated ability to manage multiple projects or deadlines and breakup complex objectives into actionable milestones.

Staffing & Leadership
Experience with effective efforts in recruitment, hiring practices, onboarding, and coaching student staff necessary for the effective operation of the Service Desk. Skilled in managing personnel logistics in a shift-based environment and foster professional growth in young professionals and student staff.

Training & Mentorship
Demonstrated ability to design training materials and instructional curricula tailored to varying skill levels. Experience in teaching technical troubleshooting and soft skills, such as conflict resolution and professional etiquette to a team with varying levels of experience.

Diagnostics & Technical Proficiency
Demonstrated knowledge of Windows and Mac OS platforms, mobile devices, and AV systems with the ability to teach troubleshooting techniques to others. Ability to effectively

identify root causes and coach students on resolving typical user situations (e.g., password resets, application issues).

Customer Service
Demonstrated ability to assess user technical literacy and deliver empathetic, patient support via oral and written communication with an appropriate level of detail. Skilled at teaching "translation" and interpretation skills to student staff.

Events/AV
Proven ability to understand user needs and translate those to specific technical support/installation requirements, and guide students in supporting these needs.

Artificial intelligence (AI)
Proficient in leveraging generative AI tools to streamline administrative workflows while protecting institutional data and experienced in modeling responsible use of AI usage for a team of student employees. Must be able to guide student staff on best practices for AI-assisted workflows, evaluate quality of AI generated work and ensure adherence for Institutional AI and Data Privacy Policies and Guidelines.

Education

A Bachelor's degree or a combination of education and experience from which comparable skills are obtained is required.

Offer Determination

When extending an offer, Colgate University considers factors such as (but not limited to) the scope and responsibilities of the position, candidate's work experience, education/training, key skills, internal peer equity, as well as market and organizational considerations.

Other Information

Work visa sponsorship is not available for this position.

Benefits

Colgate University offers a competitive benefits package, with most benefits effective on the date of hire. Highlights include: medical, dental, vision, retirement contributions, paid time off, paid family leave, health & wellness, continuing education and professional development. We also offer unique perks, such as free parking, gym discounts, bookstore savings, athletic tickets, and access to cultural and recreational facilities. Explore the full benefits package on our **Benefits page**.

Department Statement

Appointed as a 12-month position. Employment is subject to the terms and conditions of Colgate University Human Resources policy and practice, consistent with the laws of the State of New York. Normal schedule is daily Monday through Friday coinciding with the operating hours of the Colgate University ITS Service Desk. Periodic assignments of 24×7 on-call service, as scheduled. Occasional evening, overnight, weekend and holiday work, as assigned.

Accountabilities

The Student Operations Manager and Training Coordinator provides leadership, vision, and operational planning for the ITS student workforce that supports the Colgate community. Beyond daily oversight, this role aims to provide students with a professional "skills lab." The Manager will coach a diverse group of students, facilitating experience in conflict resolution, technical translation, professionalism, and problem-solving, ensuring they develop valuable skills that translate to future roles. Accountable for ensuring that high-quality support is delivered to members of the Colgate Community by the student workforce. This role provides leadership as a mentor and manager to the student staff with specific responsibilities including, but not limited to:

- Recruitment and Staffing: Lead the recruiting and hiring process for student employees, ensuring a diverse and capable team. Create and maintain complex staffing schedules to ensure service coverage during the academic year, as well as during breaks, summer periods, and extended night/weekend hours.
- Training and Development : Design and implement a comprehensive onboarding and training program. Actively mentor students in areas such as conflict resolution, translation of technical concepts, professionalism, and exposure to new technologies.
- Quality Assurance: Provide daily oversight and perform quality audits of student staff to ensure tickets are logged with accurate details. Provide coaching for more complex issues and ensure proper recording, documentation, and closure for all issues.
- Performance Management: Meet regularly with student staff to provide performance feedback, helping students grow professionally. Serve as an escalation point for student workers during difficult client interactions.
- Operational Metrics: Obtain and analyze metrics related to student performance and Service Desk activities to gauge the effectiveness of the training program and student support quality.
- Process Documentation: Create and maintain documentation on internal procedures to ensure consistency in student service delivery and document various department activities.
- Artificial intelligence: understanding of best/safe practices for generative AI and how to use AI to get desired results.

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Temporary: No

It is the policy of Colgate University not to discriminate against any employee or applicant for employment on the basis of their race, color, creed, religion, age, sex, pregnancy, national origin, marital status, disability, protected Veterans status, sexual orientation, gender identity or expression, genetic information, being or having been victims of domestic violence or stalking, familial status, or any other categories covered by law. Colgate is an Equal Opportunity/Affirmative Action employer. Candidates from historically underrepresented groups, women, persons with disabilities, and protected veterans are encouraged to apply.

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