



Youngstown State University is a state-assisted, urban institution of higher education which primarily, but not exclusively, serves the students of northeastern Ohio and western Pennsylvania.

The University has an enrollment of approximately 13,100 (head-count) in a wide variety of programs ranging from 2-year associate degrees to the Doctor of Education degree.

Schools and colleges of the University are the College of Liberal Arts and Social Sciences, the College of Business Administration, the College of Education, the College of STEM, the College of Fine and Performing Arts, the College of Health and Human Services, and the School of Graduate Studies and Research.

The campus, located north of downtown Youngstown, is compact and carefully designed, with most of the major structures being new or recently renovated. The Physical Plant is valued at approximately \$320 million.

The city of Youngstown is located between Cleveland and Pittsburgh. The Youngstown-Warren area has a population in excess of 500,000 and offers the usual amenities of urban living but few of the problems of the big city. All types of housing are available within a 30-minute drive of the campus, and housing costs in the Youngstown area are significantly lower than in most metropolitan areas.

## PROFESSIONAL/ADMINISTRATIVE STAFF POSITION ANNOUNCEMENT

YOUNGSTOWN STATE UNIVERSITY invites applications for the Professional/Administrative position described below:

**TITLE:** Manager, Technology Customer Support and Training  
**DEPARTMENT:** Media & Academic Computing  
**PAY GRADE:** H8  
**SALARY RANGE:** \$59,277 - \$94,123

**MINIMUM QUALIFICATIONS:** 4 years progressive responsibility supervising full-time staff in a technology support/training environment. 3 years advanced hardware and software problem solving experience as full-time staff in a business environment of 50+ full-time users. Bachelors degree or higher from an accredited 4-year institution with a technology or management focus. Stated flexibility and verified punctuality regarding work schedule.

**SUMMARY OF POSITION DESCRIPTION:** Manages (exercises independent judgment to lead, guide and direct) staff responsible for training and support of client technology use, adoption and integration. Works collaboratively to develop enterprise technology standards and resources for online, hybrid and interactive courses, supplemental technology-based instructional materials and distance learning programs. Coordinates and monitors technology problem resolution with clients, staff and support partners. Tracks and reports service metrics. Implements and enforces policies and procedures.

**DATE AVAILABLE:** Immediately

**CLOSING DATE FOR APPLICATIONS:** Review of applications begins immediately and will continue until the position is filled.

*Applicants should send (1) letter of interest, (2) current resume, (3) copy of transcript\* documenting academic qualifications for this position, and (4) names, addresses, and telephone numbers of three references to:*

Mr. Michael Hrishenko  
Director  
Media and Academic Computing  
Youngstown State University  
One University Plaza  
Youngstown OH 44555-0001

**\*NOTE:** Youngstown State University recognizes only credits and degrees awarded by regionally accredited post-secondary institutions in the United States or by equivalent foreign institutions; accredited institutions can be found at <http://www.chea.org>. As a term and condition of appointment, an official transcript must be received by Human Resources prior to a contract being issued. The selected candidate will also be required to sign a release for an employment background check and credential verification.

**YSU IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER  
COMMITTED TO INCREASING THE DIVERSITY  
OF ITS FACULTY, STAFF AND STUDENTS.**

Information regarding campus safety at YSU, mandated by the Cleary Act, is available at the following YSU web site: <http://www.ysu.edu/righttk.pdf> or you may request a copy of "Your Right to Know" from the Office of Human Resources, 3<sup>rd</sup> Floor, Jones Hall, 330-941-3122.