

# Technology Department Manager

## Posting Details

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### Job Posting Information

<b>Vacancy Type</b>	SHRA
<b>Is Internal Transfer Only</b>	No
<b>Time Limited?</b>	No
<b>Time-Limited Appointment Length</b>	
<b>Title</b>	Support Services Supervisor
<b>Band Level</b>	Journey
<b>Working Title</b>	Technology Department Manager
<b>Salary Range</b>	\$31,200 - \$87,659
<b>Anticipated Hiring Range</b>	\$42,000 - \$47,000
<b>Salary Grade Equivalency</b>	70
<b>Position Number</b>	00040878
<b>Work Schedule</b>	M-F, 8 AM-5 PM, with overtime required during peak periods
<b>Does the regular and recurring schedule of this position result in the employee working more than ½ of their hours between 4 pm and 8 am? (Meal periods do not count).</b>	No
<b>Full Time Equivalent (FTE)</b>	1.0
<b>Department</b>	471001 - NC State Bookstores
<b>Department</b>	NC State Bookstores
<b>Job City &amp; State</b>	Raleigh, NC
<b>Primary Function of Organizational Unit</b>	<p>Campus Enterprises is NC State's division of retail and hospitality organizations – NC State Dining, NC State Stores, Trademark &amp; Licensing, Lonnie Poole Golf Course, NC State Student Centers, the Wolfpack One Card Services and RAVE! Events.</p> <p>Each unit shares a common goal: Deliver quality and efficient services with dedicated financial support for the student activity and scholarships. Our facilities are maintained at a level to reflect and enhance this mission.</p>
<b>Essential Job Duties</b>	<p>This position is responsible for the selection and purchasing for resale of the entire computer product line.</p> <p>Duties and responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Develop and monitor the retail purchasing budget and achievement of financial goals for sales, gross profit, month-end inventory levels, and inventory turns.</li> <li>• Develop marketing plan and initiate all advertising and promotional activities.</li> <li>• Develop Online Store product catalogs and oversee all sales and fulfillment processing.</li> <li>• Direct sales floor merchandising which includes overall layout, display of product and appropriate signage.</li> </ul>

- Oversee staff hiring and performance management tasks for the department.
- Act as a liaison to University departments for computer and technology solutions and course material supplies requirements.
- Oversee computer repair obligations to customers and store relationship with OIT Walk In Center student computer support operation.

**Other Work/Responsibilities**

Assumes administrative and supervisory duties in the absence of the Assistant Director.

**Minimum Experience/Education**

High school diploma or equivalency and two years of supervisory experience in the area of assignment; or an equivalent combination of training and experience.

**Departmental Required Skills**

- Strong communication and customer service skills needed to function effectively within a diverse university environment and negotiate effectively with vendors.
- Strong knowledge of sales, marketing, merchandising and inventory control.
- Excellent understanding of budgeting and purchasing.
- Strong organizational skills with the ability to multitask and manage time to meet deadlines and goals. Strong product knowledge of computer hardware and related technology retail programs and resources.
- Experience with a variety of point of sale (POS) systems and online store management programs.

**Preferred Experience, Skills, Training/Education**

- Bachelor degree in related area and 3-5 years related experience in computer hardware/technology solution sales preferred.
- Experience in a college store preferred.
- A+ or Apple Support certification preferred.

**Required License or Certification**

n/a

**Special Instructions**

**Job Open Date**

04/30/2019

**Must Be Open Until----**  
(Positions will be posted until 5:00 PM ET on this date. Positions remaining posted after this date are still accepting applications but may close at any time.)

05/07/2019

**Is this position partially or fully funded on ARRA stimulus monies?**

No

**Proposed Hire Date**

06/01/2019

**Alternate Option**

If no applicants apply who meet the required competency level and training & experience requirements, then management may consider other applicants. Salary would be determined based on competencies, equity, budget, and market considerations.

**AA/EOE**

NC State University is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, gender identity, age, sexual orientation, genetic information, status as an individual with a disability, or status as a protected veteran.

If you have general questions about the application process, you may contact Human Resources at (919) 515-2135 or [workatncstate@ncsu.edu](mailto:workatncstate@ncsu.edu). Individuals with disabilities requiring disability-related accommodations in the application and interview process, please call 919-515-3148.

Final candidates are subject to criminal & sex offender background checks. Some vacancies also require credit or motor vehicle checks. If highest degree is from an institution outside of the U.S., final candidates are required to have their degree equivalency verified at [www.wes.org](http://www.wes.org) or equivalent service. Degree(s) must be obtained prior to start date in order to meet qualifications and receive credit.

NC State University participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

## Supplemental Questions

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Required fields are indicated with an asterisk (\*).

1. How did you learn of this opportunity?
  - NCSU Website
  - NCSU Executive Search Services
  - Monster.com
  - CareerBuilder.com
  - InsideHigherEd.com
  - Other Online Job Board
  - Carolina Job Finder / Employment Guide
  - Job / Career Fair
  - The Chronicle of Higher Education
  - Professional Journal
  - Print Advertisement (Newspaper / Periodical)
  - Professional Organization
  - Direct Contact from NCSU HR Representative / Recruiter
  - NCSU Employee Referral
  - Social Media (LinkedIn, Twitter, Facebook, Other)
  - Other
2. If you selected "Other" for the previous question, please provide the source you learned about this opportunity from.  
(Open Ended Question)
3. \* Please select the response below that best describes your experience/education for the Support Services Supervisor position.
  - High school diploma/GED and at least two years of supervisory experience in the area of assignment
  - Associate's, Bachelor's, Master's, and/or Doctorate in any field and at least two years of supervisory experience in the area of assignment
  - Combination of post-high school education and experience to equal at least two years of related experience (ex: 1 year towards a degree and 1 year of experience), including two years of supervisory experience in the area of assignment
  - Did not complete high school but have a combination of education and experience to equal at least six years of related experience, including two years of supervisory experience (ex. 1 year of high school and 5 years of experience)
  - None of the above

## Application Materials Required

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### Required Documents

### Optional Documents

1. Resume
2. Cover Letter