

TITLE: Supervisor, Information Technology Help Desk

CLASSIFICATION: Management Team – Classified Supervisor

SALARY RANGE: 15

SCOPE OF POSITION:

Under the direction of the Director Information Technology (IT) Support Services, supervise and direct the day-to-day operations of the Information Technology Help Desk; provide guidance to Help Desk staff for improving processes; provide support for technology-related issues for students, staff and faculty; oversee and prioritize Help Desk projects; supervise and evaluate the performance of assigned staff; document, track, and monitor issues to ensure resolution in an efficient and effective manner; facilitate procurement of workstations and other IT technology for the District; coordinate and provide IT-related training for District employees; responsible for District-Wide Service Management (ITSM) Development.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Train, supervise and evaluate the performance of assigned personnel, related to operation of the Help Desk. Directs daily Help Desk operations and processes, to maximize productivity and efficiency.
2. Respond to Help Desk complaints, and resolves issues that arise.
3. Facilitate the planning, purchasing, configuring and distributing of District computers.
4. Administer the District's Enterprise Service Management Software, serve as a resource for District with this system.
5. Identify and track barriers and incidents to ensure the highest level of service. Reports trends and designs and makes recommendations for improvement.
6. Oversee the lifecycle management of technology inventory.
7. Oversee District telecommunication account revisions for Cisco Call Manager system.
8. Coordinate and updates the IT department web presence.
9. Oversee the upkeep of help desk guides, standards, procedures and other relevant documentation.
10. Provide front line support to the operation of the Help Desk systems.
11. Develop and implement methodologies to improve first call resolution, to manage customer perceptions, and to build strong internal and external relationships.
12. Manage relationships with external vendors.
13. Coordinate and develop IT-related training materials for District employees.
14. Develop District-wide Service Management processes, systems and ITSM forms, templates and Change Management aspects of ITSM.

KNOWLEDGE OF:

1. Extensive knowledge of operating systems, including Microsoft Windows and Windows Server.
2. Standard office productivity software, including Microsoft Word, Excel, and PowerPoint, including O365 and SharePoint.
3. Mobile Device Management technologies
4. Enterprise Service Management/ticketing software.
5. Principles and practices of supervising and evaluating employees.
6. Principles of end-user training.

ABILITY TO:

1. Demonstrate sensitivity to, and respect for, a diverse population.
2. Work in a highly detailed, fast paced environment, while maintaining a focus on objectives and producing accurate results.
3. Demonstrate proactive problem-solving skills under pressure.
4. Communicate with a variety of customers (internal & external) in a professional manner.
5. Motivate a team of individuals toward a common goal.
6. Supervise and evaluate the performance of assigned personnel.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Associate degree in computer science, management information systems or related field.

Experience:

2+ years of experience in supervising or overseeing employee duties AND 3+ years of experience in the implementation, configuration, and maintenance of an Enterprise Service Management tool or overseeing the operations of a technology related help desk in a public or educational setting.

PHYSICAL DEMANDS:

Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling moderately heavy equipment.
Climbing ladders and working at heights.

HAZARDS:

Working around or with machinery having moving parts.