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		Job Code:	D1831
		Original Date:	07/2009
		Last Revision:	07/2024
		Staff Type:	Classified
		FLSA status:	Exempt
		Salary Range:	01

San Diego Community College District
CLASSIFICATION DESCRIPTION

<u>Title</u>: **Help Desk Supervisor**

<u>Unit</u>: **Supervisory and Professional**

DEFINITION

Under the supervision of the Manager, Network and PC Services, or assigned manager, coordinate the efficient and effective operations of Help Desk Services for the District, including work direction and supervision of Help Desk Specialists and coordination with other District and campus information technology staff. This position is responsible for planning, assigning, and directing work; documenting and gaining approval for all help desk support procedures and system documentation; and assisting team members in answering calls, addressing service or escalation issues, and applying independent decision making to resolve problems or escalate problems to management. The Help Desk Supervisor develops regular reports on help desk contacts, ensures that service levels are met, identifies trends and makes recommendations for service improvements, and provides budgetary recommendations to management for service growth and/or improvement. This position has full authority to create operating procedures and practices for the Information Technology Help Desk.

EXAMPLE OF DUTIES

1. Supervise help desk support staff's daily activities ensuring timely and professional delivery of technical support for calls on network problems, computers, core software products, and related hardware peripherals.

2. Plan, organize, and direct the work of help desk support staff, including Help Desk Specialists; schedule shift coverage; evaluate and document performance and recommend disciplinary action when necessary; and review staff work for accuracy and timely completion of assigned duties. Train staff in new and existing procedures and develop work schedules.

3. Document, track, and report on software and hardware malfunctions; enter detailed description of user's problems in an assigned database; and prioritize requests and label according to established procedures.

4. Train help desk staff on areas of responsibility, new technology, and support procedures. Ensure help desk staff provides consistent, high-quality, and professional service, including communication and telephone skills.

5. Proactively identify process improvement opportunities, including end-user training tools and documentation.

6. Monitor help desk activities and respond to inquiries; provide technical troubleshooting, determine type of request, diagnose and provide solutions or escalate complex problems to appropriate personnel as required, and ensure proper problem notification procedures are being followed.

7. Develop queries to track and follow-up on reported problems; notify users of completion of requests; ensure accurate contact and problem resolution records are maintained.

8. Provide management reports on help desk operations and issues, including recommendations for areas of service or technology improvements.

9. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:
Email and telephone etiquette.
Hardware and assigned software system terminology.
Help desk and contact management systems.
Microsoft Office Suite and core software loaded onto standard desktop disk images.
Motivation and mentoring techniques.
MS Windows operating system navigation and procedures.
Operation of computer hardware, including printers, scanners, terminals, and other peripherals.
Oral and written communication skills.
Principles and practices of work direction, supervision, mentoring, and training.
Record-keeping techniques.
Technical aspects of field of specialty.

Skills and Abilities:
Communicate data processing procedures and requirements to users.
Communicate effectively both orally and in writing.
Determine appropriate action within clearly defined guidelines and escalation procedures.
Develop queries and extract data from Help Desk contact management system.
Effective writing for documenting support procedures.
Establish and maintain cooperative and effective working relationships with others.
Maintain current knowledge of various systems applications and operations.
Operate a variety of office machines and equipment, including computer hardware and software.
Prioritize and schedule work.
Provide for follow-up on reported problems.
Read and understand documentation and procedures manual.
Receive and report on basic to complex software and hardware malfunctions.
Review, code, check, and enter data on a computer.
Train and provide clear and concise work direction to others.
Troubleshoot, diagnose, and repair basic network, systems, and applications malfunctions.
Understand and follow oral and written directions.
Work cooperatively with others.
Work independently with little direction.

Training and Experience:
Any combination of training and experience equivalent to: Graduation from high school supplemented by coursework in computer science and three years of computer-related experience with a wide range of computer software and at least two years of technical customer service work.

WORKING CONDITIONS

Physical Requirements:
Category III. Dexterity of hands and fingers to operate a computer keyboard and mouse; hearing and speaking to exchange information; and seeing to view computer monitors and read various documents.

Environment:
Office environment with constant interruptions. Extended hours working with a computer display.