

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Help Desk Supervisor

Unit: Supervisory and Professional

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Job Code: D1831
Original Date: 07/2009
Last Revision: 05/2013
Staff Type: Classified
FLSA status: Exempt
Salary Range: 5

DEFINITION

Under the supervision of the Manager of the Network Services, this position's primary responsibility is to coordinate the efficient and effective operations of the Help Desk service for the District, including work direction and supervision of the help desk specialists (currently two positions) and coordination with other District and campus IT staff. This position is responsible for the planning, assigning, and directing of work, documenting and gaining approval for all help desk support procedures and system documentation, assists team in answering calls, addresses service or escalation issues and applies independent decision making in resolving problems or escalating the problem to management. The Help Desk Supervisor develops regular reports on help desk contacts, ensures 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 Help Desk department.

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, desktop computers, core software products and other related hardware peripherals.
2. Plan, organize and direct the work of the help desk support staff, including Help Desk Specialists, schedule shift coverage, appraise performance and recommend improvement plans and termination of staff when necessary and review staff work for accuracy and timely completion of assigned duties. Hire and 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 problem 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 and ensure help desk staff provide consistent, high-quality and professional service including professional 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 via web submission, email or telephone; provide technical troubleshooting, determine type of request, diagnose and provide solutions or escalate complex problems to appropriate personnel as required and make sure 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.
- Knowledge of Help Desk and contact management systems.
- Microsoft Office Suite and core software loaded onto standard desktop disk images
- Motivation and mentoring techniques.
- MS Windows XP (and newer) Operating System navigation.
- Operation of computer hardware including printers, scanners, terminals and PCs.
- Oral and written communication skills.
- Record-keeping techniques.
- Telephone techniques and etiquette.

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 communication and supervisory skills.
- Effective writing for documenting support procedures.
- Establish and maintain cooperative and effective working relationships with help desk staff, IT coworkers and client staff.
- Maintain current knowledge of various systems applications and operations.
- Operate various office equipment including a personal computer, computer terminal, facsimile machine, copier and telephone.
- 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.
- Team building, mentoring and delivery of clear and concise work direction.
- Troubleshoot, diagnose and repair basic network, desktop systems and applications.

Training and Experience:

Any combination equivalent to: Graduation from high school supplemented by course work 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:**

Dexterity of hands and fingers to operate a computer keyboard and mouse; hearing and speaking to exchange information in person, via email or on the telephone; and seeing to view computer monitors and read various documents.

Environment:

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