CLASS TITLE: SERVICE DESK SUPERVISOR

PURPOSE OF THE CLASSIFICATION: Under direction supervises and coordinates the Service Desk's day-to-day operations, ensuring technical support functions coordinated, monitored, logged, tracked and resolved appropriately and timely and performs other related assigned duties.

ESSENTIAL TASKS:

- Supervises and coordinates the activities of the Service Desk staff, managing trouble calls/work flows and serving as resource/information reference source, mentoring and training staff members
- Creates and manages escalation procedures, ensuring service levels maintained
- Monitors systems online and coordinates tech support providing adds, moves and changes to a variety of operating systems and applications
- Identifies, evaluates, analyzes, plans, researches and resolves complex technical computing and telecommunications system issues unanswered by lower tier technical support via various remote control tools, the phone or onsite visit
- Monitors Service Desk call data, recommending and adjusting staff levels to accommodate needs and ensure quality control for submitted support incidents
- Monitors, reviews and evaluates work in Service Desk call log and tracking system and prepares comprehensive reports rating performance levels of technical support staff
- Reviews and evaluates work and prepares staff Performance Planning and Review Records (PPR)
- Diagnoses complex operating system problems and offers solutions and/or implements fixes
- Researches available products to complement existing operating systems applications and new user requests and makes recommendations to management
- Provides instructions and written procedures to both computer operation groups and users
- Coordinates and facilitates on-site computer training classes
- Assists with bid specification preparation, reviews and responses
- May serve as a single point of contact (SPOC) for all technical related problems as needed
- Acts as liaison between various City departments and various vendors and computer service representatives
- Reports to work on a regular and timely basis.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, industrial engineering, mathematics, statistics or other related fields; and four (4) years of computer support experience trouble shooting issues over the phone, including lead experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. **Candidates must have no felony convictions, nor a history of multiple misdemeanor convictions. In conformance with federal rules and legal mandates, candidates must undergo a background investigation, including fingerprints. Should the candidate be selected and accept conditional employment, failure to pass the background investigation will result in termination.**

Knowledge, Abilities and Skills: Comprehensive knowledge of network/computer operating systems; comprehensive knowledge of computer networking concepts, methods and techniques, including computer interfacing; comprehensive knowledge and experience in state-of-the-art data processing and communications systems and equipment and their application. Ability to perform analysis of data communications systems, including technical feasibility aspects; ability to work as a team and independently to recognize, analyze and solve complex problems; ability to coordinate information technology training to staff and end users; ability to mentor, motivate and supervise staff to meet department goals and objectives; ability to exercise discretion and professionalism in accessing confidential information; ability to articulate technical problems in laymen terminology; ability to express and handle oneself in a calm demeanor during chaotic situations; the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

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Physical Requirements: Physical requirements include enough arm and hand dexterity to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; and be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1131
EEO Code: E-02
Pay Code: IS-40

Group: Clerical and Administrative
Series: Data Processing and Information Services

Effective date: April 17, 2008