



DISTRICT HELP DESK SUPERVISOR

SALARY GRADE: [C4-70](#)

DEFINITION:

Under the general direction of an assigned Associate Vice Chancellor, oversee the functions and activities of the District Help Desk and its support staff which provides support to District employees and retirees. Duties include Help Desk system administration; interface with vendors and staff during new service implementations and to create user documentation, develop and maintain service level agreements, policies and procedures for problem reporting and resolution, cybersecurity support, web page and online documentation management. Respond to and solve technical problems relative to user's desktop systems, network and wireless connectivity, voice communications, credentials and authentication, enterprise and cloud based and desktop software applications, managed print system for employees, and multimedia systems. Support remote work including Virtual Private Network (VPN) and VoIP applications. Video conferencing license and administration support. Assist in the creation of standards and advise users on hardware and software purchases. Train, supervise, and evaluate the performance of assigned staff. Maintains a program of excellent customer service delivery in Help Desk interactions across assigned staff, including reviewing or monitoring interactions or work requests when necessary.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment duties may include but are not limited to, the following:

1. Plan and coordinate training for assigned personnel on assigned duties including the use of the Help Desk Tool and the telephone automated call distribution (ACD) system; Develop and initiate departmental activities and orientations on District and department policies, procedures and State regulations.
2. Manage employee education and training, and staff development activities to maintain a high degree of technical competency and a consistently high level of customer service across interactions.
3. Schedule activities, tasks, and staff to ensure full utilization of all resources within areas of responsibility.
4. Supervise, hire, assign, direct and schedule work activities; explain how duties are to be carried out by staff.
5. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
6. Approve employee monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.

7. Address and resolve a wide variety of employee concerns, complaints, and grievances; recommend transfers and reassignments.
8. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
9. Responsible for hiring, supervision, and evaluating of casual and student employees.
10. Administration of the Help Desk software application and database, integration with authentication and identity systems; Design management reports and schedule automatic delivery.
11. Assign unresolved Help Desk work requests to various ETS staff or supervisors for resolution.
12. Manage and communicate procedures to document employee onboarding, offboarding, and job transfer processes, in consultation with Human Resources where necessary;
13. Analyze data for management and create reports to inform adjustments to ETS procedures or technology configuration based on data gathered from users.
14. Manage the coordination of technology systems and security emergency response with other ETS departments including changing alert messages on the Help Desk Tool and telephone call tree greeting system.
15. Manage and maintain the Help Desk tool user communications and the Help Desk voice system greetings and call tree structure.
16. Provide technical support and assist with problem resolution in the following technical areas including but not limited to: enterprise, cloud based systems and desktop applications, network and wireless connectivity, voice communications, managed print services, cybersecurity, remote work (VPN/VoIP communications), multimedia systems, credentials and authentication. Resolve and manage the escalation of classroom technology problems.
17. Provide Administration support for video conferencing and cloud based project management and forms tool.
18. Provide wireless network visitor account creation and management support.
19. Assist in the creation of standards and advise users on hardware and software purchases.
20. Participate in quality assurance testing and provide feedback for new service deployments.
21. Research, make recommendations, implement and oversee implementation of Help Desk systems and tools.
22. Manage and maintain the contents of the ETS technology help web pages.
23. Manage Help Desk retired employees authentication and credential support.

24. Participate in the development and update of the Department Strategic plan, status reporting, service level agreements, Administrative Unit Reviews and serve on various committees which create procedures and standards for the utilization of technologies.
25. Manage and coordinate the use of the Help Desk system by other district departments: Human Resources, District Security, Facilities and other district departments.
26. Maintain a high degree of user visibility and provide direct Help Desk services.
27. Assist in the creation of desktop standards and monitor adherence to policies.
28. May be required to provide Help Desk services to faculty and students in support of distance learning programs or initiatives.
29. May provide workshops and training seminars for the staff and user community, create training and course curricula, user guides, and procure vendor materials.
30. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Multi-platform computer hardware systems (Apple, Windows, and mobile devices), desktop and cloud-based software applications O365, Outlook, Zoom, Smartsheet, Jabber, VPN, Multi Factorial Authentication, Adobe Creative Suite, Managed Printing, antiviral, cybersecurity strategies.
2. Help Desk systems and procedures.
3. Managing a broad array of technology help content on web pages and online documentation using a web-based CMS and adherence to ADA accessibility compliance principles.
4. Technical aspects of desktop and Virtualized Desktop Infrastructure (VDI) environment, server, cloud-based systems, and wired and wireless network management.
5. VoIP (Voice over Internet Protocol) and voicemail technologies.
6. ERP (Enterprise Resource Planning tools such as Banner) and web portal environments.
7. Remote work technologies and practices, including support and troubleshooting for off-site access to district resources, such as VPN.
8. Principles, methods and troubleshooting techniques of operating systems, computers and peripheral equipment.
9. Principles and practices of supervision and training.
10. Budget preparation and control.
11. Strong oral and written communication skills.
12. Record keeping techniques.
13. Health and safety regulations and procedures.
14. Interpersonal skills using tact, patience, and courtesy.
15. Database report design.
16. Process creation and documentation.
17. Effective customer service standards and procedures to drive a high degree of user satisfaction.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Professionally communicate with a very diverse user community in a stressful environment.
3. Diagnose and assess technical problems across a wide array of systems and hardware.
4. Assess the most direct path to issue resolution and use judgment to assign the appropriate ETS resources to resolve the problem.
5. Good English written and oral communications skills, including the ability to clearly communicate technical information to non-technical.

Education and Experience

Any combination equivalent to:

1. Associate's degree in related field.
2. Three (3) years of experience in a technology Help Desk environment resolving detailed technical questions in both a written and oral manner.
3. Two (2) year of supervisory experience managing a technology Help Desk or Call Center.

WORKING CONDITIONS:

Environment:

1. On-site and remote office environments, determined in consultation with employee's supervisor in relation to the needs of the department and satisfactory performance of duties.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard and telephone.
3. Vision to read various materials.
4. Sitting for extended periods of time.
5. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: January, 2000; May, 2023

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EEO Code: H-50