TITLE: Help Desk Supervisor GRADE: 30 DATE: 7/26/22 SERIES: Information Technology CODE: 1348 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, manages a technical customer service help desk on a department-wide basis. Oversees technical support and customer service to internal and external customers for assigned information systems and information requests. Creates and implements technical support processes and procedures. Responsible for database management, systems analysis, management support, training and special applications software. Ensures quality and consistency of information delivery to internal and external customers. Provides supervision to help desk staff. Implements and manages testing and quality assurance/quality control procedures, product testing and evaluation, and liaison with vendors. Manages the process of communicating new software updates to customers. Oversees prioritization, escalation and resolution of support incidents, including in-depth reporting and root cause analysis. Oversees department-wide projects involving application systems and customer service business solutions. Develops unit goals and objectives and short/long-range technology planning. Some work is confidential or sensitive. The work (as supervisor) results in provision of information help desk operations and services, department-wide. Applies expert knowledge of, and skill in, computer application principles and practices, computer software and hardware setup, troubleshooting techniques, application software fundamentals, basic data manipulation, and best practices of customer service. Independently performs a variety of research and complex analyses to solve conventional, non-standard, and challenging problems to provide and supervise a wide range of end-user support activities, ensuring adequacy, accuracy, and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. Incumbent independently plans and manages the work of the help desk and ensures work is carried out in conformance with established policies and procedures and accepted information technology and customer service practices; resolves problems/deviations referred by subordinates or management by selecting and applying the appropriate guidelines. Keeps the supervisor informed and brings challenging or highly sensitive problems to the supervisor for guidance or resolution. Work is expected to meet objectives effectively – the incumbent is held responsible for results and is evaluated for conformance with guidelines, quality, quantity, timeliness, teamwork, customer service, and other factors such as sound judgment and creativity in solving problems.

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Examples of Important Duties (Estimated Percentages):

1. Unit/Staff Supervision (±40%)

- Manages and supervises technical help desk unit operations and personnel and ensures quality and consistency in delivering technical support to internal end-users and external customers. Oversees prioritization, escalation and resolution of support incidents and ensures adherence to service level agreements (e.g., monitors metrics such as average wait times, response times, customer satisfaction, number of ticket reinstatements, proper Tier assignment/delegation and technical knowledge of help desk technicians). May resolve complex tickets/technical issues and forwards unresolved issues to a development/triage team for resolution. Ensures resolution of all issues and understands impact upon help desk.
- Performs a full range of supervisory human resource (HR) management functions, unit
 wide. Initiates or recommends official personnel actions such as recruitment, selection
 and transfer; selects or helps select staff; trains and develops staff or ensures staff training
 and development; mentors and coaches; counsels or disciplines; approves or disapproves
 leave; ensures adherence to equal employment opportunity (EEO) requirements and
 pertinent Commission policies and procedures; establishes and communicates objectives
 and expectations and evaluates performance.

2. Core Functions ($\pm 45\%$)

- Manages system administration, end-user support and advanced troubleshooting for a
 wide variety of assigned applications. Ensures user requirements are defined and
 technical specifications and customer service standards are established. Manages help
 desk technology and support systems; as well as implementation of new technology and
 the monitoring/controlling of the ongoing use of tools. Communicates with vendors and
 manages contract/support agreements for systems.
- Oversees customer service delivery and work programs of application support and
 information management operations, including resolving issues for various end-users,
 handling escalated or complex calls and tickets, designing and preparing status reports
 regarding unit performance, leading report-outs. Monitors system performance,
 documents service issues and analyzes service trends. Escalates unresolved system issues
 to the development team. Ensures all tickets are resolved. Defines, implements and
 manages technical support processes.

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- Directs and participates in knowledge management activities; develops key performance
 indicators for help desk and finance staff. Monitors and controls tickets in the work
 management system. Develops quality assurance/quality control procedures for software
 applications designs; monitors work program for quality assurance compliance. Designs
 system audits and analyses. Prepares help desk performance reports by collecting,
 analyzing and summarizing data and trends. Uses performance trend analysis to institute
 operational changes.
- Plans and manages projects, including process/service analysis to determine requirements, return on investments related to information systems, training initiatives and cross-divisional projects. Oversees user acceptance testing performed by help desk staff.
- Communicates with team members, system users, management and external
 organizations regarding updated system information, including functional changes,
 procedural changes and workflow changes. Oversees the effect of system changes to
 existing standards, business processes and procedures. Ensures system analysis and
 database management is performed and reviews recommendations and manages
 implementation activities.
- Conducts strategic planning for unit management; establishes budgets, participates in goals and objectives, automation planning, prioritization of work, and timeline planning. Sources new technologies to improve contract/vendor management, service and delivery.

3. Other ($\pm 15\%$)

- Manages the recruitment and on-boarding activities; reviews resumes, conducts interviews, provides hiring decisions, facilitates contracts, handles expectations of management activities and oversees new hire training program.
- Conducts financial management activities; oversees the monitoring of cash management work program, quality management of system controls, implementation of upgrades/enhancements in line with application best practices, business efficiencies and organization policies and procedures.
- Serves as a technical subject matter expert on departmental committees to consult on applications usage, ensures configuration work is performed on behalf of the committee and recommendations are provided based on computer best practices.

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<u>Important Worker Characteristics:</u>

- A. (1) Expert knowledge of, and skill in (a) the principles, practices and techniques of troubleshooting methodology and techniques; (b) quality assurance and quality control methods and procedures; (c) project management best practices and procedures; (d) help desk best management practices; (e) network and operating systems, systems analysis and computer maintenance.
 - (2) Knowledge of (a) computer application principles and practices; (b) applications and computer software and hardware setups; (c) customer service and help desk operations; (d) functionality of proprietary or specialized software and databases; and (e) Commission organization, policies and procedures*.
 - *Typically acquired or fully developed primarily after employment in this job class.
- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision; or rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill and ability to (1) evaluate a broad range of data and factors, such as organization priorities and resources, and provide effective recommendations; (2) manage complex situations; and (3) administer information systems and technical competencies.
- D. Skill in problem-solving to select, organize and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes skills in identifying subtle aspects of problems and making recommendations and decisions.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses, develop logical arguments, and express such information so that others will understand, and, at times, be convinced or persuaded. This includes skill in actively listening and encouraging effective communication by others.
- F. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software, and specialized software.

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Minimum Qualifications (MQs):

- 1. Associate's Degree in Computer Science, Information Management Systems, or any related field.
- 2. Five (5) years of experience in leading and providing complex help desk help desk or information system support functions.
- 3. An equivalent combination of education and experience may be substituted, which together total seven (7) years.

Working Conditions:

Works in an office setting. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work and tight deadlines. May be required to work overtime, weekends, after hours or on-call work.