

JOB DESCRIPTION



Position Title: Help Desk Manager

Department: Technology Services

Employment Category: Administrative Staff

Primary Location: District Wide

FLSA Classification: Exempt

Parameters: Full-time; 12 months/year

Pay Grade: AS13

Position Summary: The Help Desk Manager is responsible for managing the day-to-day activities associated with providing quality technical support to students, faculty, and staff, related software and associated peripherals, supervising of the Help Desk staff, and managing the Technical Support staff while engaging in proactive planning and support to meet the changing needs of college users.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position: Manages the Help Desk services for the college, including providing oversight of the technology service ticketing system, managing intake, assignment and escalation of help desk requests; delegating installation, maintenance, troubleshooting, and repairs of computer hardware and software components throughout the district

Assists technicians with troubleshooting and diagnosing problems with servers and hardware; researches hardware and software to fit individual user needs; obtains quotes and makes recommendations; maintains a current knowledge base of technological developments and advances through ongoing professional development, including attending conferences, seminars, and workshops and reading appropriate professional literature

Trains, coaches, mentors, and evaluates staff performance; makes recommendations for personnel actions and professional development; ensures the availability of experienced staff to meet help desk needs

Proactively develops, implements, and maintains help desk processes and procedures to meet institutional and end user needs; monitors help desk performance trends and efficiency with a goal of continuous improvement; establishes service level agreements with all users

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Bachelor's degree in computer science or a related field from a regionally accredited institution of higher learning recognized by the US Department of Education

Three years' related technical experience including one-year supervisory experience

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

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An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures
Knowledge of current information technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications and Google Apps
Knowledge of troubleshooting techniques and methods related to hardware and software
Skill in supervisory practices and techniques
Skill in coordinating and prioritizing competing demands
Skill assisting users with problem determination and resolution
Skill in presenting ideas and concepts orally and in writing
Skill utilizing customer service techniques when responding to requests and/or complaints
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner
Ability to relate to a diverse population and to maintain composure when faced with difficult situations
Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail
Ability to work independently, prioritize, follow multiple projects and tasks through to completion, with close attention to detail while contributing to team environment
Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes
Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public
Ability to work under pressure with frequent interruptions

Work Environment:

Work is primarily performed under general supervision in a typical office setting with appropriate climate controls. Travel, evening and weekend work as required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, to include fine motor skills, ability to communicate.

Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting only occasionally, walking and standing are required regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem solving skills are important

Reports to: Director Technical Support Services

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.