

Manager, Help Desk

FLSA Status: Exempt

Pay Grade: 21

Job Title ID: 19201

Job Series/Job Family: Information Technology Series / Help Desk Family

Reports To

Director, Support Services

Job Purpose

To plan, develop, manage, and promote the ACC College-wide help desk services for faculty, students, and staff and serve as customer service liaison with other departments to consolidate help desk efforts.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Manages ACC College-wide help desk and coordinates with other departments to consolidate help desk efforts and provide single-point of contact for customers.
2. Recommends selection, training, supervision, coordination, and performance evaluation of help desk staff.
3. Administrates the Help Desk Call Tracking System.
4. Designs workflows for the telephone system to effectively manage and route calls; analyzes call trends to facilitate proactive solutions and appropriate courses of action; and takes corrective action as required to improve service.
5. Researches and evaluates new problems pertaining to specific hardware, software, and connectivity issues; formulates problems, determines solutions, and documents new procedures.
6. Creates and maintains operational procedures and documentation covering all help desk functions, duties and responsibilities; creates policies and standards for quality control and adherence to legal and College acceptable use policies.
7. Develops work plans, goals, and objectives that are focused on providing efficient coverage, service, and problem resolution to all customers.
8. Works with outside vendors to evaluate products and assures that existing vendor service level agreements are met.
9. Maintains quality assurance through the use of change management procedures.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Database development, design, and implementation theories and processes.
- Personal computing environments, local area networks, client-server technology, and database systems.
- Basic statistical methods.
- Help desk call tracking systems, policies, standards, and protocol.
- Quality control standards, legal standards, and acceptable use policies.
- Supervisory principles, practices, and methods.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable

accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills, including tact and diplomacy, as well as business "writing for results" with an emphasis on email writing.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Writing and updating operational procedures and documentation.
- Developing and maintaining help desk websites.
- Creating work plans, goals, and objectives that ensure the efficient running of all help desk services, including meeting deadlines, schedules and target dates
- Designing, developing, and implementing databases.
- Researching and evaluating problems pertaining to hardware, software, and connectivity issues.
- Effectively supervising, leading, and delegating tasks and authority.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications as well as query and control languages, system administration, administration of telecommunications hardware and services, and providing technical support for desktop software and systems.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Three years work experience in a helpdesk/customer support role including one year supervisory work experience.

Preferred

- Four years experience in a helpdesk/customer support role including two years management and supervisory experience. Work experience with Remedy Software and database administration.

Education

Required

- Associate's degree in information technology or related field.

Preferred

- Bachelor's degree in information technology or related field.

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.