Supervisor, Help Desk

FLSA Status: Exempt
Pay Grade: 16
Job Title ID: 19202
Job Series/Job Family: Information Technology Series / Help Desk Family

Reports To

Manager, Help Desk

Job Purpose

To supervise the student registration help-line, act as a catalyst between ACC's Help Desk customers, staff, and faculty, and identify and resolve student issues.

Description of Duties and Tasks

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

Required

1. Supervises, selects, and trains help line staff responsible for student registration.
2. Assumes a roll as Help Desk Technician, and provides cross-training to other help desk personnel in order to enhance skill levels and optimize the use of staff on the help desk.
3. Creates and maintains Registration Help Line FAQ's and documentation, and ensures current information is posted on the web.
4. Efficiently schedules registration help line staff based on analysis of call/email statistics.
5. Captures statistics on trends of calls and emails to the Help Desk as well as statistics on customer survey responses; conducts research and follow-up activities on all negative customer feedback.
6. Answers email queries from students in regard to registration problems.
7. Ensures compliance of facility standards relating to security, data protection, and fire protection.
8. Provides backup assistance to the Manager, Help Desk as required.

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

- IBM compatible PC's.
- Current data security and fire protection standards.
- Help desk policies, standards, and protocol.
- 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.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Providing technical help desk assistance to customers.
- Efficiently scheduling help line staff to meet user requirements.
- Ensuring compliance with security, data protection, and fire prevention standards.

- Creating and maintaining current help line FAQ's and documentation.
- Analyzing statistical trends and feedback, and providing necessary follow-up.
- Supervising and coordinating the activities of subordinate personnel.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and 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

- Two years work experience in a help desk/customer support role, including one year supervisory experience.

Education

Required

- Associate'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.