



## Help Desk Supervisor

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Help Desk Supervisor	PN339	Salary Sch: IP, SG 13	EEO Code: 50	FLSA: non-exempt
Union: P&A Union, Local 1979, UAW				

### **Basic Purpose:**

Positions in the Help Desk Supervisor classification are responsible for recognizing, identifying, isolating and resolving problems with information system products and services. This requires the incumbent to be fully knowledgeable of appropriate tools and technologies to provide optimal solutions in meeting customer needs. The focus of the work is to identify and resolve technical problems in a timely and accurate manner. Incumbents provide work direction to a subordinate group of students.

### **Essential Functions:**

- Supervise, coordinate and provide work leadership to the University's Help Desk operations and oversee undeliverable e-mail requests to the University postmaster ID;
- Develop and implement training techniques and activities; extend technical expertise to staff and/or customers;
- Work with University IT staff, non-technical personnel and external customers in computer use, procurement issues, Local Area Network set-up and implementation of information technology projects;
- Serve as technical liaison to vendors to obtain current product information and quotes;
- Keep abreast of emerging technologies in computing systems and methodology;
- Supervise student support by assigning, training, monitoring and reviewing work activities;
- Recognize, identify, isolate and resolve problems with information system products and services; and
- Develop and implement new approaches, methods, procedures and enhancements to improve Help Desk performance and achieve optimal customer service standards.

### **Minimum Qualifications:**

- Knowledge of PC/Macintosh hardware and software;
- Knowledge of various user application packages;
- Knowledge and experience of specific operating systems, networks, platforms, programming languages;
- Knowledge experience with data communication software, host mainframe access methods and a variety of data communication protocols;
- Skill in oral and written communication;
- Skill in solving complex problems quickly; and

- Strong customer service orientation.
- Proficiency in use of common desktop software and applications programming languages typically acquired through formal education or equivalent direct experience;
- Recognized expertise in troubleshooting and problem resolution;
- Demonstrated ability to work effectively with customers and technical staff to resolve problems;
- Demonstrated customer service orientation; and
- Demonstrated supervisory experience.