

CITY OF GLENDALE

TITLE:	Help Desk Supervisor	CLASS CODE:	274
REPORTS TO:	Information Technology Manager	GRADE:	28
DEPARTMENT:	Information Technology	FLSA:	N
JOB DESCRIPTION DATE: November 15, 2006 cm			

JOB SUMMARY

Under general direction, provides support to end users for PC hardware and software and network applications. Provides supervision and technical leadership to helpdesk staff, maintains currency and a high level of technical proficiency. Will interact with other Information Technology (IT) staff to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties.

ESSENTIAL FUNCTIONS

1. Insures the highest level of customer support is provided by the helpdesk.
2. Provides technical leadership and mentoring to helpdesk staff.
3. Provides level two support for helpdesk staff.
4. Provides level one and two technical support as required for customer service.
5. Supervises, organizes and directs work for Helpdesk staff; insures all service requests are properly entered into call tracking system.
6. Responsible for the organization and management of the staging room and its inventory.
7. Insures that on-call after hours support is properly staffed.
8. Plans, leads and manages hardware, software and application project rollouts.
9. Provides installation and integration support for devices including Blackberrys, air cards and other devices that are approved for city use.
10. Works with vendors and consultants as necessary to resolve service issues.
11. Responsible for creation and rollout of PC images, works with IT staff to insure network virus and security software is appropriately installed and operational on the image.
12. Works closely with all IT staff to restore service and/or identify and correct core problems.
13. Develops complex written troubleshooting, installation and configuration procedures.
14. Identifies improvement opportunities. Examples include but not limited to tools, processes, procedures, installation, configuration and troubleshooting techniques.
15. Recommends training or skill enhancement for helpdesk staff

SECONDARY FUNCTIONS

16. Performs other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Personal computer hardware and software
- Server computer hardware and software
- Local area networks, wide area networks and networked applications
- Specific technologies including Windows NT, 2000, Ethernet, TCP/IP, IPX/SPX and others that may apply
- Software applications necessary to support daily operations
- Project management techniques
- Data center management
- Network and telephony design
- Current industry trends and best practices

Ability to:

- Supervise, organize and direct a working group and provide direction to junior staff
- Work effectively in a team
- Maintain a high level of current knowledge regarding systems, technology, and communications
- Communicate effectively both verbally and in writing
- Continually learn and demonstrate new skills via hands-on training, classroom training and self-study learning methods
- Install, configure and support a variety of computer hardware and software including but not limited to desktop operating systems, hardware, software and server computer hardware and software
- Physically lift 50 pounds to waist height and install computer equipment in various physical locations including tight spaces.

WORKING CONDITIONS

Office setting. The risks of exposure to electrical hazards can be substantially controlled by following safe handling practices when installing and upgrading equipment.

MINIMUM QUALIFICATIONS

Associate's degree in Personal Computer Technology, Computer Science or related field and three years experience providing desktop operating system, hardware, software and server hardware and software support and one year in a senior, lead or supervisory helpdesk position. Possession of A+ certification and one or more industry recognized desktop, operating system or infrastructure certifications (example certifications include but not limited to Net+, Microsoft, and Cisco)

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

- Valid Arizona driver's license
- Ability to work shifts, weekends and holidays
- Provide on call support during non business hours