Title: Help Desk Manager

Reports to: Executive Supervisor for Data Infrastructure and Chief Officer for Technology Services

Terms of Employment: 12 months

Salary: Pay Grade 77

Qualifications:

- Associate’s degree or equivalent combination of education and experience is required
- Requires five or more years of related technical and managerial experience in a help desk environment supporting Desktop, Wide Area Network, and Local Area Network equipment
- Must obtain Net + Certification within 60 days of employment (no substitutes will be accepted for this certification), Microsoft MCSE Certification required
- Any equivalent combination of education, experience and training that provides the required knowledge, skills, and abilities

Supervises: Help Desk Personnel

Essential Job Functions:

1. Responsible for assuring users are provided efficient and timely first and second level support on a 7x24 basis
2. Performs staff scheduling to ensure Help Desk coverage during normal business hours and on-call support as required
3. Manages the Help Desk staff including consultation on performance evaluations, promotions, hiring and disciplinary responsibilities
4. Provides staff support for administrative tasks and projects relative to the Desktop, Wide Area Network, Local Area Network and Telephone functions
5. Monitors problem management database and follows up with assigned personnel to ensure timely resolution of problems
6. Maintains a central source of information enabling Help Desk staff and support technicians to recover outages with minimal disruption to expected service levels
7. Invokes problem escalation procedures to coordinate recovery
8. Isolates problem trends and ensures that troubleshooting efforts are completed for recurring problems until permanent solutions are found
9. Ensures that daily, weekly, and monthly statistics, status reports, and graphical reporting aids are completed and continually modified to meet the needs of the department
10. Ensures that decisions made to improve the overall customer support of the Help Desk are continually carried through
11. Coordinates training requirements of Help Desk personnel
12. Contributes to departmental productivity and development objectives by participating in training programs
13. Provides leadership by projecting a positive attitude, and providing learning incentives
14. Accurately communicates pertinent information. Assists in the development and implementation of quality improvement programs for assigned department(s)

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15. Solves problems and makes decisions on a daily basis relative to Help Desk responsibilities. Ensures that effective Help Desk representation takes place for the coordination of work processes and projects with other departments and divisions.

16. Interfaces with users of technology, employing a high degree of tact and diplomacy to promote a positive image of the department. Resolves problem situations in a professional manner. Accurately communicates pertinent information to create a work environment that lends itself to the best interests of departmental personnel and customer service.

17. Performs duties in a cost-effective manner to avoid waste of resources without jeopardizing quality of care and service.

18. Maintains competency and enhances professional growth and development through continuing education and conferences.

19. Serves as the around-the-clock contact for all related support issues, providing advanced first level technology support.

20. Meets with technology technicians, attends seminars and reads industry related publications to remain abreast of technology advances and aid in the MCS technology planning effort.

21. Accountable for meeting systems infrastructure or operational Service Level Agreements established by Chief Officer for Technology Services.

22. Management skills are required to successfully perform the planning, directing, reporting and administrative responsibilities of this position.

23. Demonstrated management and decision making skills concerning Information Systems policies, processes and procedures, with a proved track record of completing tasks and/or project within budget and on schedule.

24. Ability to manage multiple high priority initiatives in a fast paced highly technical environment.

25. Remains on-call during off-peak hours to respond to support service issues.

26. Performs other duties and responsibilities as assigned by the Chief Officer for Technology Services.
The major physical and cognitive requirements listed below are applicable to the Help Desk Manager job classification within the Office of Technology of Moore County Schools.

Work in this classification is considered medium physical work requiring the exertion of up to 40 pounds of force occasionally and up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.

Must be able to:

- demonstrate strong customer service skills
- demonstrate strong written and verbal communication skills required to present department plans and activities to individuals and groups throughout the company
- walk, lift, reach, stoop, sit, squat, bend, stand, grasp, balance, climb, kneel, crouch and type for extended periods of time up to 10 hours
- prepare, read, comprehend and analyze a variety of complex forms, reports, spreadsheets, maps, plans, records, documentation and correspondence in all languages required by the job
- speak to individuals or groups of people with poise, voice control and confidence
- respond adequately to inquiries or complaints
- write using standard convention in all languages required by the job
- apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions
- apply common sense understanding to carry out instructions furnished in written, oral or diagrammatic form
- communicate effectively and efficiently in all languages required by the job using whatever communication device or system is required (telephone, Braille)
- use/interpret job related terminology, mathematical formulas and functions effectively and efficiently
- deal with people beyond giving and receiving instructions maintaining effective working relationships
- perform under stress, deal with persons acting under stress and adapt when confronted with emergency situations
- be sensitive to cultural differences among individuals and groups of persons
- operate a motor vehicle
- operate/use a variety of job specific office machines and other office equipment
- manage multiple high priority initiatives in a fast paced, highly technical environment
- successfully perform the planning, directing, reporting and administrative responsibilities of this position
- use written and verbal communications skills to present department plans and activities to individuals and groups throughout the district