

Job Description – Help Desk Supervisor

Title: Help Desk Supervisor

Immediate Supervisor: Director of Technology Services

Description

The Help Desk Supervisor's role is to oversee the entire Help Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions. The Help Desk Supervisor will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level.

Responsibilities

Strategy & Planning

- Establish and enforce Help Desk service level agreements in consultation with end users to establish problem resolution expectations and timeframes.
- Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.

Acquisition & Deployment

- Collaborate with other departments to identify and/or procure Help Desk software for internal staff and external clients.
- Conduct research on emerging products, services, protocols, and standards in support of help desk technology procurement and development efforts.
- Liaise with vendors for the procurement of new systems technologies, oversee installation, and resolve adaptation issues.

Operational Management

- Manage the processing of incoming calls to the Help Desk via both telephone and e-mail to ensure courteous, timely, and effective resolution of end user issues.
- Design and enforce request handling and escalation policies and procedures.
- Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Monitor and test fixes to ensure problems have been adequately resolved.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Track and analyze trends in Help Desk requests and generate statistical reports.
- Assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations.
- Identify, recommend, develop, and implement end user training programs to increase computer literacy and self-sufficiency.
- Oversee development and dissemination of help sheets, usage guides, and FAQ lists for end users.
- Oversee the development, implementation, and administration of help desk staff training procedures and policies.

Position Requirements

Knowledge & Experience

- Demonstrated progressive experience in the supervision of a technical support team.
- Proven track record of developing and providing Service Level Agreements and Help Desk deliverables.
- Solid relationship management and performance management skills.
- Ability to motivate and direct staff members and subordinates.
- Strong understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language to non-technical staff and end users.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Formal Education

- Associates degree with 2 years of experience, or 4 years of experience in related field