

MODESTO CITY SCHOOLS

PROPOSED

Job Description

JC# 10036

HELP DESK MANAGER

OVERALL RESPONSIBILITY

The role of the Help Desk Manager requires an exceptional individual who possesses the ability to support both the human and technical sides of technology. Under general supervision, ensure a high level of customer service to district staff who access and use the District's technology services. Utilize excellent client customer service, problem solving, and communication skills to provide help desk management support (and site technician support in conjunction with the Site Technician Manager) to resolve day-to-day issues. Utilize strong technical skills to manage help desk staff and site technicians in carrying out of day-to-day responsibilities, including prioritizing and triaging response to technology service requests. Ensure high quality technical support and increase client satisfaction.

SPECIFIC RESPONSIBILITIES

1. Manage the help desk team and site technicians; and evaluate their performance. *E*
2. Oversee service desk functions including remote and onsite ticket remediation, escalations, ticket closure and staffing allocations. *E*
3. Ensure customer service is timely and accurate on a daily basis including efficient and timely first and second level support for applications and systems. *E*
4. Manage, recruit, train and support the help desk and site technicians. *E*
5. Assist in the selection, orientation, training, supervision and evaluation of subordinate personnel. *E*
6. Establish specific customer service standards by developing a priority Matrix to determine which services need to be repaired or focused on first. *E*
7. Plan and organize staff scheduling to ensure Help Desk & site coverage during normal business (and special events). *E*
8. Contribute to improving customer support by actively responding to queries and handling complaints. *E*
9. Establish best practices through the entire technical support process including creating and maintaining a Standard Operating Procedure Manual (including best practices). *E*
10. Follow up with customers to identify areas of improvement (bi-annual surveys, customer meetings, etc.). *E*
11. Provide staff support for administrative tasks and projects relative to the Desktop, Wide Area Network, Local Area Network and Telephone functions. *E*
12. Provide customer feedback to the appropriate internal teams (i.e. systems support, educational technology, etc.). *E*
13. Maintain a central source of information enabling Help Desk staff and support technicians to recover outages with minimal disruption to expected service levels. *E*
14. Develop on daily, weekly and monthly Key Performance Indicator metric reports on help desk team's productivity. *E*
15. Effectively communicate and work cooperatively with those contacted during the course of work.
16. Perform other related duties as assigned.

HELP DESK MANAGER

WORK YEAR

Approved days as specified on the Management Salary Schedule

SALARY

Management Salary Schedule

QUALIFICATIONS

Knowledge/Ability

Minimum Requirements:

- Ability to manage a large staff of technicians and create a customer service driven environment.
- Ability to manage and support technology (software/hardware) in a large enterprise environment with over 34 sites, and approximately 30,000 customers.
- Ability to apply technical skills to ensure efficient operation of large number of devices and peripherals.
- Knowledge of customer service best practices and problem-solving techniques.
- Knowledge of team management skills.
- Ability to analyze complex requirements, identify problems, and develop logical conclusions and effective solutions.
- Ability to clearly document procedures and provide training for staff and end-users.
- Ability to prioritize and complete tasks within required timeframes.
- Ability to function well in a team environment.
- Ability to communicate effectively with both technical and non-technical users.
- Knowledge of and ability to apply problem-solving processes and techniques.
- Knowledge of and ability to use current word processing, database, spreadsheet, and presentation programs to develop and produce correspondence, reports, publications, presentations and to complete projects.
- Ability to understand and implement complex oral and written directions given in English.
- Ability to independently compose clear, complete and concise correspondence and reports using correct grammar, syntax, punctuation and spelling.
- Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions.
- Ability to manage multiple high priority initiatives in a fast paced, highly technical environment.
- Ability to work independently with a minimum of supervision.

Experience

Minimum Requirements:

- Five (5) years of experience in a technical role providing support in a technical services desk environment or five (5) years of experience working in a Help Desk environment.

Desirable Qualifications:

- Five (5) or more years of related technical and managerial experience in a help desk environment supporting Desktop, Wide Area Network, and Local Area Network equipment

Education/Credential

- High School diploma or General Education Development (GED) certificate or California High School Proficiency Examination (CHSPE) certificate.

Desirable Qualifications:

- Bachelor's degree in one or more of the following areas: Computer Science, Information Technology, Business Administration or a related field.

License

- Valid California Driver's License

HELP DESK MANAGER

QUALIFICATIONS (continued)

Physical Characteristics

With or without the use of aids:

Sufficient vision to read small print.

Sufficient depth perception to work on computers and related equipment.

Sufficient hearing to hear work area noise and normal conversation in person and on the telephone.

Ability to speak in a voice that can be clearly heard and understood on the telephone and in face-to-face conversations.

Sufficient dexterity to manipulate small objects, print or write legibly, and use a computer.

Sufficient physical ability to sit or stand for prolonged periods of time.

Sufficient physical ability to reach horizontally and vertically with arms.

REPORTS TO:

Director I, Information & Educational Technology Services or designee

Cabinet Approved: 2/11/20

Board Approved: