Title: Help Desk Supervisor I

Pay Scale Group: 71 E

Essential Function

Under general supervision from a designed administrator, serves as a working supervisor supervising the day-to-day operations of the help desk and may also provide consultative support of hardware and/or software; multimedia development; and sole or lead positions on regional campuses or divisions with responsibility for independently developing and maintaining their own integrated, diverse and complex information technology systems.

Characteristic Duties

Supervise the day-to-day operations of the help desk or one stop service center; the one stop service center may include classroom technologies, web content, telecommunications, audio-video, multimedia, etc.

Identifies, researches, and resolves complex technical problems;

Creates and manages escalation procedures and ensures service levels are maintained;

Documents, tracks, and monitors problems to ensure resolution in a timely manner;

May provide direct supervision to exempt and non-exempt staff (i.e., hiring, training, coaching, work assignments, performance evaluations, attendance & leave, salary recommendations, communication, disciplinary actions);

Other related duties as assigned.

Minimum Qualifications

Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or related degree; -OR- an Associate’s degree with two (2) years’ experience; or four (4) years of basic to intermediate level computer hardware related experience. Possesses working knowledge of commonly-used concepts, practices, and procedures and contributes through support, using established processes, methods, and systems.