



HELP DESK SUPERVISOR

(Exempt)

DEPARTMENT: REPORTS TO:

Director, Information Technology

OVERVIEW:

Position is responsible for ensuring an outstanding level of customer service by directing and supervising the Help Desk support staff. Lead the Helpdesk through the process of proactive planning and support and ensures the Help Desk is flexible and adaptable in meeting the changing needs of the Firm. Supervises the day-to-day operations of the help desk. 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. Has authority for personnel actions and oversees most day to day operations of group. Plans and manages inventory levels in all supported areas including vendor orders/management in specified area.

ESSENTIAL FUNCTIONS:

- Strong customer service skills, including the ability to explain complex technical concepts to a diverse group of users; excellent written and oral communication; strong interpersonal, organizational, time management and team-building skills; demonstrated experience writing and following technical documentation; ability to lead and participate in group discussions; ability to coordinate and maintain a variety of projects with significant degree of independence; possess strong problem solving skills, including the ability to identify relationships when solving problems; work independently, volunteer and take ownership of problems and projects, and work in a fast-paced noisy environment; ability to research new technologies and make recommendations for support; learn and use new technologies and make decisions under pressure.
- Supervise the Helpdesk support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.
- Gather and analyze metrics to benchmark the helpdesk workload/performance and identify trends in reported issues.
- Work within the support staff to promote excellent customer service, effective response times and provide expert insights into general support issues.
- Enforce quality of service guidelines for dealing with customers, completing services, and overall customer satisfaction.
- Train helpdesk staff on operational procedures and troubleshooting techniques. Provide training on new hardware and/or software applications as requested. Develop help desk team members to ensure appropriate training and skills by providing day-to-day supervision and regular feedback;
- Help Desk support for up to 300-500 users. Ensure that staff provides timely and considerate customer service. Assist all office staff, both in person and via the phone.
- Analyzing and identifying trends in issue reporting and devising preventative solutions. Expected to offer suggestions for any noted process improvements and develop the new procedures.
- Other duties as may be assigned by the department director.
- Staff performance reviews.
- Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected.
- Protects operations by keeping information confidential.

REQUIRED KNOWLEDGE:

- Minimum 5-7 years progressive experience
- Excellent written and verbal communication skills
- Experience in dealing with interpersonal situations
- 2+ years' supervisory experience

EDUCATION/CERTIFICATIONS:

- Bachelor's Degree preferred; A+ Certification required and/or equivalent combination of relevant education and/or experience.
- MCP (Microsoft Certified Professional) preferred.

WORKING HOURS:

Work may require more than 40 hours per week to perform the duties of the position. Work may require travel.

WORKING CONDITIONS:

Overtime is possible and may be expected in order to perform the essential functions of the position. Work is performed in a normal heated or air-conditioned office environment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements. This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract. EOE. We participate in e-verify.

Revised 08/31/2020