Certified

CITY OF KIRKLAND
CLASSIFICATION DESCRIPTION

DEPARTMENT:	Information Technology	TITLE:	Service Desk Supervisor
BARGAINING UNIT:	MAC – (Non-Represented)	FLSA STATUS:	Exempt
DATE:	March, 2011	REPORTS TO:	Network & Operations Manager

POSITION PURPOSE:

Under the direction of the Division Manager, the Service Desk Supervisor schedules, trains and provides guidance to Service Desk staff, and oversees the day-to-day activities of the Service Desk. The Service Desk Supervisor is a working positions which also: troubleshoots, diagnoses, and resolves problems with desktop computer hardware, related operating systems, application software, PC-level network functionality, and computer and telephony peripherals for City departments and contracted customers; assists City employees and contracted customers with questions and problems related to a variety of desktop computer application software and provides instruction on software and hardware capabilities; and performs routine maintenance and repairs on desktop computers and computer and telephony peripherals, including replacement parts.

PRINCIPAL ACCOUNTABILITIES:

1. Schedules, trains and provides guidance to the Service Desk staff.
2. Oversees the day-to-day activities of the Service Desk.
3. Ensures that customer service and communication with customers is a priority.
4. Assists users with computer and telephony hardware and software problems, and questions and arranges timely service from outside vendor support organizations when needed.
5. Provides assistance in the overall operation of the information technology (IT) function of the City, as well as the IT function of contracted customers, including ad hoc education of users, systems maintenance, and Service Desk staffing in the support of other Division staff.
6. Manages projects assigned to the Service Desk

ESSENTIAL RESPONSIBILITIES:

1. In coordination with the Division Manager, develops appropriate Service Management processes, policies, procedures and work plans.

2. Distributes and balances the workload among Service Desk staff to assure timely completion of assignments.
3. Responsible for the day to day administration the service desk software.
4. In coordination with the Division Manager, conducts employee evaluations.
5. Plans and Coordinates short and long-term goals for the Service Desk staff.
6. Ensures that improvements in and/or changes to operations are implemented and monitored.
7. Monitors Service Desk and reports out on activities.
8. Serves as an escalation point to Service Desk staff.
9. Provide oversight, or management of, Service Desk projects. May also manage other department-wide projects or phases of projects.
10. Ensures that desktop computer and software inventory is accurate and up-to-date.
11. Ensures that Service Desk staff is accurately reporting their calls and time in the Service Desk software.
12. In coordination with other Division staff, assists City staff with problems experienced with office automation software and other programs supported by the Division. Provides high-quality, detailed consultation, technical support, and troubleshooting with an emphasis on customer satisfaction.
13. In coordination with other Division staff, troubleshoots, diagnoses, replaces and repairs desktop computers, printers, and other computer and telephony peripherals such as phone sets. Coordinates outside repairs, including preventative maintenance checks, monitors vendor performance, and notifies the division manager accordingly.
14. Prepares and installs newly acquired desktop computers, printers, and computer and telephony peripherals. Tests equipment; creates, tests and maintains operating system images; installs and configures software; integrates products with the network as needed and in coordination with responsible Division staff, completes hardware and software registrations as required.
15. Sets up and maintains network user accounts, file system security, restores user data from backup systems, and troubleshoots network connectivity under the direction of the Network Engineer.
16. Manages software license inventory.
17. Installs and configures phone sets. This includes, but is not limited to, setting up, configuring, and maintaining phone set functionality, voicemail, and phone trees.
18. Provides instructions to new and existing employees on features, capabilities, and policies of systems used (both computer and telephony-based) and assists employees with utilizing application software to meet their needs. Develops required user documentation to support this function. May include teaching of classes.
19. Upgrades system desktop computer hardware and software as needed.
20. Staffs the automated Service Desk function, ensuring that user requests are effectively resolved either directly or by assignment to the appropriate technical staff, maintains the Service Desk software, and notifies the division manager of service issues.

21. Stays current with developments and changes in the desktop and related hardware and applications software industry. Review and tests new hardware and software applications for potential use by City departments.
22. Polices and reports violations of City software licensing policies and enforces other policies and procedures.
23. Develops necessary documentation of policies, procedures, and troubleshooting directions in responsible areas to ensure continuity of service in the incumbent's absence.
24. Provides assistance and backup to other Division staff as necessary.

PERIPHERAL RESPONSIBILITIES:

1. Writes ad hoc system reports, develops basic database and spreadsheet applications, and authors ad hoc web pages when needed to support assigned functions.
2. Installs, tests, and troubleshoots basic premise communications cabling within City facilities.
3. Assists with training class scheduling, along with associated set-up, configuration, and testing of hardware and software associated with training classes.
4. Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff and vendors.
2. Comprehensive knowledge of application packages supported by the Division, such as the Microsoft Office Suite and Microsoft Outlook.
3. Comprehensive knowledge of PC hardware platforms, components, peripherals, repair techniques and the use of diagnostic tools for troubleshooting problems.
4. Ability to comprehend and resolve the problems experienced by staff using software application programs.
5. Comprehensive and up-to-date knowledge Windows PC operating systems.
6. Knowledge of PC networks and data communication concepts, preferably in a windows environment with Active Directory.
7. Basic knowledge of telephony concepts, preferably in VoIP PBX environments.
8. Basic knowledge of additional peripheral technologies including, but not limited to, audio, multi-function (printer, scanner, copier, fax) devices and personal digital assistants/smart phones (such as Blackberry and iPhone).
9. Ability to read and comprehend technical manuals and apply their contents to solving hardware and software problems.
10. Ability to accurately convey technical information to non-technical audiences both orally and in writing.
11. Good planning, organizing, problem solving and time-management skills.
12. Willingness and ability to respond to call-outs in the evening, nights, and on weekends.

13. Willingness and ability to participate in a rotating schedule for supporting after hours City Council meetings
14. Willingness and ability to be available for occasional emergency work or projects that might require coming in early, staying late or working on weekends.
15. Ability and willingness to maintain the absolute confidentiality of all sensitive files and materials accessed, discussed or observed while in the performance of duties.

WORKING CONDITIONS:

Incumbent is typically required to reach, stand, walk, finger, talk, hear, and perform activities requiring repetitive motions. Work is typically light work: Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of force greater than that for sedentary work and the worker sits most of the time, the job is rated as light work.

MINIMUM QUALIFICATIONS:

Two-year technical degree in computer science or a closely related field, one year experience in a supervisory role, or other combination of experience and education to substitute. Three years experience in the use of information technologies, specifically personal computers, and telephony peripherals. Experience with local area networks running in a Windows environment preferred.

DEPARTMENT HEAD: _____DATE: _____3/08/11_____