



Help Desk Manager

Information Technology

IT/10

JOB SUMMARY

This position manages the provision of Help Desk support to information technology users at Dartton State College.

MAJOR DUTIES

- Supervises and manages the provision of Help Desk support to end-users.
- Responds to and resolves escalated and high-priority calls for services.
- Ensures compliance with policies and procedures.
- Receives, records and responds to help-desk requests from college-wide end-users.
- Provides information and assistance related to network and PC hardware.
- Troubleshoots and resolves hardware and software problems.
- Reads and interprets technical manuals, procedural, and OEM guides.
- Prepares monthly reports of help requests.
- Develops and implements policies and procedures.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology computer systems and software.
- Knowledge of network and PC hardware.
- Knowledge of current network protocols, operating systems and standards.
- Knowledge of computer hardware, software and peripherals.
- Knowledge of technical documentation procedures.
- Knowledge of networking technologies and hardware.
- Skill in the operation of computers and job-related software programs.
- Skill in the operation of tools, components and peripheral accessories.
- Skill in the identification and resolution of a wide variety of hardware, software, and computer peripheral problems.
- Skill in the provision of customer services.
- Skill in oral and written communication.
- Skill in identifying and solving problems.
- Skill in effectively prioritizing and executing tasks in a high-pressure environment.
- Skill in working in a team-oriented, collaborative environment.

SUPERVISORY CONTROLS

The Chief Technology Officer assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include hardware and software manuals and college policies and procedures. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management, supervisory and help desk support duties. Frequent changes in IT standards and methods contribute to the complexity of the position.
- The purpose of this position is to manage helpdesk support for college end-users. Success in this position contributes to the efficiency and effectiveness of various college operations.

CONTACTS

- Contacts are typically with co-workers, other college employees, vendors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching or stooping. The employee frequently lifts light and occasionally heavy objects, climbs ladders and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Information Technology Specialist (6).

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for two years.