

Job Description

Position Title: Supervisor, Help Desk

Job Group: Information Technology

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Supervisor, Help Desk supervises a team of IT Specialists. Oversees IT Help Desk services and support at all PCC locations. Manages work schedules, assigns work, and monitors daily work. Provides professional, constructive feedback and correction on job performance. Reviews and evaluates most current technologies for potential deployment into help desk environment.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages IT Help Desk services and support at all PCC locations.
2. Supervises campus IT employees. Ensures staff is trained. Prioritizes and assigns work; conducts performance evaluations. Makes hiring, termination, and disciplinary decisions.
3. Serves as technical lead for complex projects related to technology services. Collaborates with campus colleagues to ensure procedures, standards and guidelines are followed.
4. Provides higher tier support to campus IT specialists & supervisors to resolve more complex issues.
5. Manages IT hardware asset management and inventory control. Prepares and reviews a variety of reports concerning the overall status of projects and work in progress.
6. Evaluates, develops, and documents emerging tools, technologies, and standards; analyzes and makes recommendations regarding feasibility. Performs needs assessment and recommends or develops site computer plans for system improvements.
7. Manages College Tech Corner student-facing IT Help Desk services.
8. Conducts and participates in meetings with staff and customers. Attends and participates in college committees.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable hardware, software, and peripheral equipment relevant to assignment
2. Knowledge of computer and network operating systems
3. Knowledge of project management principles, processes, and techniques.

4. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
5. Skill in people leadership and supervision
6. Skill in positive, productive and flexible customer service
7. Ability to work with independently as well as in a team environment
8. Ability to adapt to a rapidly changing technical environment
9. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or technical training/certifications in Informational Technology or a closely related field of study as required
- Bachelor's degree in Informational Technology or a closely related field of study required
- Three (3) to Five (5) years of related experience required.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.

OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required