

HELP DESK MANAGER

MAJOR GOAL/OBJECTIVES:

Supervises and coordinates activities of workers who provide problem solving support to computer users by performing the following duties.

POSITION RESPONSIBILITIES:

- Establishes help desk system for task management and tracking, and selects appropriate database and workflow tools.
- Creates long-term strategies for growth and maintenance of help desk department, and makes budgetary recommendations to upper management.
- Trains help desk staff to answer and resolve incoming calls.
- Solves, or assists help desk representatives in solving, non-routine or complex software, hardware, and procedure problems.
- Analyzes help desk activity and makes recommendations for changes in help desk procedures and systems to upper management.
- Confers with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware.
- Writes recommendations for management review.
- Coordinates installation of hardware and software, and implementation of procedure changes.

POSITION EDUCATION AND EXPERIENCE:

- Competencies in MS Office applications and /or Open Office.