



Job Title	Service Desk Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	7	Job Code	12783

Class Specification – Service Desk Supervisor

Summary Statement:	
<p>The purpose of this position is to manage technical support staff and ensure that end users are receiving the highest level of customer service possible at all times for Tier 1 and Tier 2/Desktop support. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user incidents and requests, including but not limited to, the troubleshooting and resolution of issues for most calls, the coordination of Service Desk functions, software and hardware troubleshooting, desktop support, and low-to-mid level infrastructure and business application problems. Monitors staff and their resolution of user problems to ensure optimum user-system performance. Monitors all incoming work requests, incident tickets, and status checks by customers via a ticketing system. Ensures that calls/requests/incidents are being taken/logged, proper troubleshooting is being performed, and tickets are resolved in a timely and efficient manner. When necessary, tickets are escalated with proper documentation to the appropriate IT groups. Ensures the use of best practices in the delivery of technical support such as: first call resolution, escalation, and metrics tracking and reporting. Build and maintain a trusted relationship with City Departments and reduce unexpected interruptions to their business by sending notifications related to outages and service changes, and coordinating the timing of significant outages across multiple City departments. Manage the refresh program for desktop technology. Track and manage desktop applications in the environment.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
30%	Manage the technical support staff (both regular and contract employees) of the IT Service Desk and ensure that customers are receiving the highest level of customer service possible, supporting the City. Establish appropriate Service Desk service and staffing levels to meet or exceed service level agreements and quality standards.
25%	Establish and maintain collaborative working partnerships with City departments. Ensure effective communication to users related to service outages and changes. Coordinate significant outages across multiple departments. Act as escalation point for support issues related to incidents and requests.



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25%	Build successful teams utilizing internal and external resources, across multiple departments to achieve common goals. Establish and maintain collaborative working partnerships with staffing vendors. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures. Ensure activities are consistent with the strategic direction of the department.
20%	Hire and mentor staff; coordinate training; establish performance objectives; monitor and evaluate work performance; and take appropriate corrective and/or disciplinary action.

Competencies Required:	
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.	
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	

Technical Skills Required:	
Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.	



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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in information technology, computer science, or a related field.

Experience: Five years of full-time professional service desk experience including two years of supervisory responsibility.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised: Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received: Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility: This position has no budgetary/fiscal responsibility.

Physical Demands: Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: June 2017