CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **IT Technical Services Help Desk Supervisor** **UNION: 231**
SG: 6
DEPARTMENT: **Information Technology Services** **CS:N**
FLSA:N
EEO4/SOC:TE/15-1232

JOB SUMMARY:

The IT Help Desk Supervisor supervises the staff assigned to the IT Help Desk functions within the Information Technology Services Department (ITSD). The position is responsible for ensuring the timely delivery of technology assistance and high-quality customer service by (ITSD).

Under the direction of the IT Technical Services Manager defines, implements, and audits service standards and best practices across all ITSD divisions regarding IT service management (ITSM), technical documentation, knowledge management, and the delivery of technical training. Serves as the primary administrator and developer of the City's ITSM applications. Maintains and applies knowledge of industry best practices for IT service delivery. Maintains a thorough understanding of the ITSD's strategic vision as it supports the technology needs of the city.

Cultivates relationships with other IT staff and City stakeholders to ensure the ITSD meets the needs of the organization while constantly evolving and improving. Assists in establishing customer-oriented service goals and ensuring service delivery.

SUPERVISORY RELATIONSHIP:

Reports to the Information Technology Technical Services Manager. Works under general supervision and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements. Supervises Technical Services staff including Help Desk Technicians, Technical Support & Training Specialists and Technical Support & Applications Specialists. May provide technical guidance and day-to-day direction to lower- level staff, volunteers, interns and work study students.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Supervises the employees of the IT Help Desk and manages the daily operations of the Help Desk functions of the Information Services Technology Department.
2. Directs, coordinates and reviews work for the IT Help Desk staff. Effectively hires, supervises, counsels, trains, and evaluates assigned staff by reviewing work and providing work direction and guidance to assigned staff. Conducts performance evaluations, coaches and counsels employees and initiates and implements corrective action.
3. Coordinates communications, prioritization, and delivery of support to City departments and staff at the direction of the Technical Services Manager. Ensures that Information Technology Department staff adhere to customer service best practices and updates and maintains documentation and training aids. Researches best practices and elicits customer feedback for implementation of continuous process improvement.
4. Maintains a thorough understanding of the strategic vision for the IT Help Desk as it supports the technology needs of the City. Sets the long-term direction of the team and balances/plans the short-term actions of the team.

5. Develops standard operating processes and procedures for the delivery of services. Manages the processing of incoming requests to the Help Desk via telephone, e-mail or web to ensure courteous, timely, and effective resolution of end user issues. Ensures that all processes and procedures used by the Information Technology Services Department are thoroughly documented, consistently audited, and regularly improved.
6. Monitors the progress of and ensures the satisfactory resolution of all contacts with the IT Help Desk. Maintains reports and metrics for tracking help desk performance and customer satisfaction.
7. Maintains current knowledge and understanding of the business needs of each City Department. Meets regularly with stakeholders to ensure customer needs are met. Establishes and administers Help Desk Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes.
8. Identifies and assists with the development of technical training for City employees.

ADDITIONAL WORK PERFORMED:

9. Serves as backup to technical staff to ensure the continuity of all services and support across systems and applications.
10. Performs other related work of a similar nature or level in the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- The principles and procedures related to IT Service Management (ITSM) using industry standard frameworks such as the Information Technology Infrastructure Library (ITIL).
- Comprehensive and current client technology support including Windows-based computers, iOS-based tablet computers and smart phones, printers, wireless technologies including Virtual Private Networks (VPN); industry standard methodologies for deploying hardware and software in a multi-site enterprise environment.
- Comprehensive and current Microsoft technologies including Windows Server, Active Directory, Systems Center, Azure, Office 365, PowerShell, and Group Policy.

Ability to:

- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents and develop compliance programs as needed.
- Understand and adhere to City and Department policies and procedures, including work processes and labor contract provisions for the workgroup.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Maintain technology skills and knowledge in a rapidly changing environment; including complexity generated by increased compliance and security requirements including ability to proactively monitor Microsoft cloud-based and on-premises enterprise architecture, products, and services.
- Interpret and manage software licensing documents, related budgets, systems usage, and asset tracking.

MANAGEMENT/SUPERVISORY

Skill in:

- Strong leadership skills such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills.
- Strong supervisory skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.

Ability to:

- Motivate and encourage staff, build teamwork, and foster a results-oriented environment.
- Establish and maintain effective working relationships with other employees, City officials, and representatives of other government agencies

COMMUNICATIONS

Skill in:

- Strong verbal communication skills, including the ability to be influential and persuasive with stakeholders and peers.
- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees and vendors.

OTHER

Ability to:

- Manage project budgets and staff resources.
- Work on several projects concurrently.
- Maintain consistent and punctual attendance.
- Physically perform the essential functions of the job including:
  - Operate a computer keyboard;
  - Move and transport up to 25 pounds;
  - Communicate and exchange information in person or by devices
  - Detect, diagnose and resolve technical problems with computer displays and proper operation of computers and software;
  - Detect and evaluate sound quality and distinguish tones.

Skill in:

- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills.

WORKING ENVIRONMENT:

The work performed is primarily in an office setting at a computer workstation with long periods of sitting or standing. The work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Frequent visits to customer worksites required. Work requires providing on-call support at all hours including evenings and weekends. Some travel to professional meetings is expected.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, or related field and:
- Five (5) years of progressively responsible experience supporting, implementing, and providing direct technical services in a business, municipal, or other governmental environment.
- Two years of supervisory experience or performance as a lead for relevant workgroups and or projects.

OR

- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing criminal convictions check, background Investigation and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must provide a three-year driving abstract prior to hire.
- Willingness and ability to work extra hours or change hours as needed and to respond to evening and weekend callouts for emergencies or when special circumstances require.
- Agreement to and signature on a Privileged Access Confidentiality Agreement is required.

PREPARED BY: D. Smith
09/22

REVIEWED BY: D. Burdick, ITSD Director

REVISED BY: D. Smith
07/23
M. Barrett
07/23