

Killeen Independent School District Job Description

Job Title: Service Desk Manager
Reports To: Technology Support Manager
FLSA Status: Exempt

SUMMARY

Responsible for the successful operation and management of the district's technology services help desk.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Manages processes, and systems necessary to support a service desk operation to support all technologies and applications throughout the District.

Participates in Killeen ISD technology incident responses and situations.

Maintains technology security focus and proficiency.

Reviews and updates technology incident response plans as technology changes.

Manages a Service Desk system including the installation, configuration, and enhancements of solution.

Assists, leads, and supports the Service Desk personnel.

Ensures customer service is timely and accurate on a daily basis.

Contributes to improving customer support by actively responding to queries and handling complaints.

Performs analysis on and triage incoming incidents, service requests, and phone calls to ensure maximal first call resolution and/or proper escalation actions.

Documents trends and needs of users based on Help Desk calls and collaborates with Technology Services teams to develop solutions to meet needs.

Creates and maintains internal standards and procedural documents.

Develops training materials and trains users of service desk solution.

Assists with ongoing department projects as necessary.

Monitors help desk calls for quality assurance.

Will be an active participant in Killeen ISD technology incident responses and situations.

Maintain technology security focus and proficiency

Regularly review and update technology incident response plans as technology changes.

Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises the Service Desk personnel. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Computer Science, Information Systems, or in a related field; and four years of related work experience. Experience in Apple and Windows operating systems, desktop applications, PC/Mac platforms and printers, required.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES

- Knowledge of and technical expertise supporting Apple and Windows products.
- Knowledge of help desk ticketing system.
- Knowledge of service management.
- Excellent verbal and written communication skills in working with technical and non-technical people.
- Ability to develop and maintain collaborative relationships among all levels of an organization.
- Ability to work effectively in a team-based environment and a demonstrated willingness to support team on all levels to get the job done.
- Ability to set priorities and handle multiple and complex assignments.
- Skill in training personnel in use of computer applications.
- Skill in working in collaborative teams and using good interpersonal communication.
- Ability to prioritize and organize work responsibilities.

MENTAL DEMANDS/PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching

Lifting: Moderate lifting and carrying (up to 44 pounds)

Environment: Occasional prolonged and irregular hours; occasional districtwide travel; May be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress.

Date: August 29, 2019

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.