THE UNIVERSITY OF WYOMING
JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: UW Human Resources.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: HELP DESK SUPERVISOR

Reports To: Director Client Support Services

UW Job Code: 3843

UW Job Family: 38 – Computer Professional

SOC Code: 15-1232

FLSA: Exempt

Pay Grade: 24

Date: 4-1-12

JOB PURPOSE:

Supervise technical support staff to ensure that end users are receiving the highest level of customer service possible at all times for level-one and level-two incidents. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end-user technical support requests, including but not limited to, the coordination of computer service desk functions, software and hardware troubleshooting, and connectivity.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Monitor staff and their resolution of user problems to ensure optimum user-system performance.
- Direct and train Help Desk staff in the performance of troubleshooting computer software and monitoring quality assurance.
- Monitor all incoming work requests, incident tickets, and status checks by customers via a ticketing system.
- Track that calls/requests are being taken/logged, assigned, acknowledged, monitored, and resolved in a timely and efficient manner and escalate support as necessary across IT groups.
- Provide expert-level troubleshooting and problem resolution for calling in or emailing problems to the IT Client Support Help Desk, on or off-campus.
- Use best practices in the delivery of technical support such as: first call resolution, escalation, and support metrics tracking and reporting.
- Develop and define vision for call management systems and best practices.
- Manage and schedule full and part-time employees for appropriate staffing levels.

SUPPLEMENTAL FUNCTIONS:

- Perform miscellaneous job-related duties as assigned.

- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.
- Attend and participate in training and other personal professional development activity.

COMPETENCIES:

- Attention to Detail
- Developing Organizational Talent
- Service Orientation
- Quantity of Work
- Individual Leadership
- Work Tempo

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree or equivalent combination of education and experience**

Experience: **At least 3 years of experience in technical support and service.**

- **Experience in supervision of technical support staff is preferred.**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Best practices for IT Service Delivery management.
- A wide range of computer software, including word processing and desktop publishing, databases and spreadsheets, accounting programs, PowerPoint®, and use of the Internet.
- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Operation of popular software packages, utility programs, and service aids.
- Basic, routine, and advanced computer and/or telecom hardware configurations and capabilities.
- A wide variety of computer software, hardware and peripherals.
- Basic, routine, and advanced LAN systems.
- Basic, routine, and advanced network protocols and topologies at the department or sub Enterprise level.
- Basic, routine, and advanced design, installation, compatibility, connectivity, and operating systems principles.
- Computer security systems, password, and file protection protocol.
- Training design and techniques.

Skills and Abilities:

- Troubleshoot basic, routine, and advanced computer operations and software problems.
- Communicate basic, routine, and advanced technical information clearly and concisely both written and orally.

- Ability to work independently and as a member of the IT team.
- Ability to explain technical material to less technically proficient users.
- Monitor/Assess performance of self and other individuals.
- Resolve conflicts and sets expectations for customer service.
- Critical thinking, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Influence actions across diverse set of IT service groups within the organization.
- Understand core services and unique academic and business goals of external units and customers.

WORKING CONDITIONS:

- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- Limited physical effort required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.