

Job Title: **Service Desk Manager**
 Job Family: **Instructional Technology**
 Pay Program: **Administrative**
 Typical Work Year: **12 months**

Job Code: **101124**
 FLSA Status: **Exempt**
 Pay Range: **ITB 03**

SUMMARY: Responsible for achieving high-quality Service Desk operations, resulting in exemplary customer satisfaction levels as evidenced by customer survey scores, overall ticket resolution timeframes, and related metrics. Proactively prepares for, monitors, and manages peak call volumes. Iteratively improves customer service standards at the Service Desk through evolution of procedures, training, benchmarking, monitoring workload and research. Provides email and verbal communications on behalf of the IT Department related to service windows and interruptions, support, and new enhancements. Provides guidance to IT management in order to facilitate appropriate action relative to ticket escalation, customer relationship management, and systems interruption management.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Serve as hiring manager for permanent and contract staff. Supervise, evaluate, and coach permanent Service Desk employees and contract staff. Monitor and adjust as needed the workloads for the Service Desk team. Provide extensive training for newly hired contract and temporary staff. Provide mentoring to direct reports around employee performance, workload management, processes, procedures and customer service best-practices. Write and deliver annual performance reviews, and use this tool to set annual goals for Service Desk team.	D	25%
2. Collaborate with IT colleagues such as Project Managers, Client Engagement Managers, Application Analysts, System Administrators and Programmers to test the functionality of software releases, hardware upgrades and new products, and to gain advanced knowledge of upcoming releases. Manages the IT Change Authority Board (CAB) by staying intimately engaged with department plans around pending change management, project milestones, go-live events, and other events that are likely to produce a support burden for the IT department.	D	20%
3. Responsible for ensuring that the data entry and online student check-in applications for all district households are completed in a timely and accurate manner. This includes collaborating with school registrars to implement and iteratively improve processes for receiving and processing the household data entry for all schools, in addition to hiring and training contract staff to address peak volume times.	D	10%
4. Serve as System Administrator for the ITSM system and database. Design and implement ITSM customizations and collaborate with technical resources to maintain data structures and data quality based on vendor training and deep system knowledge. Perform system backups and updates as necessary. Provide training and support to departments outside of IT that utilize the ITSM system. Act as junior level administrator for the district's office productivity suite, and provide Level II and Level III support for office productivity suite and Identity Management tools.	D	15%
5. Compile, document, track, report and monitor all IT systems and services as reported through the ITSM system, identifying potential system interruptions or severe system downtime on key IT infrastructure and enterprise system assets. Prepare weekly and monthly ticket trending, call status, and root cause analysis reports, analyzing data for performance anomalies.	D	15%
6. Provide the creation and delivery of appropriate messaging regarding system interruptions, service windows, support, and new enhancements and /or programs in collaboration with IT management. Communicate with customers regarding call status and customer satisfaction regarding the level of open and closed calls. Track and coordinate the aging of open calls in the system with a variety of team leads across workgroups.	D	7%

7. Order parts, equipment, software and supplies through warranty or purchase order agreements as needed, and in coordination with various workgroups. Process transfers and expenditures of invoices in the district financial or purchasing card system. Review purchase card transactions from a variety of sources; reconcile and prepare proper documents and report such data to department management and financial services function.	D	5%
8. Process and validate employee time and attendance data into HR system, and submit related reports to IT management. Maintain strict confidentiality of all data in this regard.	M	2%
9. Perform other job related duties as assigned	Ongoing	1%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor’s degree in computer science, business administration or related field. Four (4) additional years of similar and relevant experience may be substituted for this requirement.
- Minimum of three (3) years of help desk/service desk experience required. Experience as a team lead and/or in a school district preferred.
- Supervisory experience preferred

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- HEAT Administration I & II preferred; required within 3 months after entering position.
- Crystal Reports Certification preferred; required within 3 months after entering position.
- Must successfully complete district training for supervision of Classified staff within 1 year of entering position.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced computer troubleshooting, analysis, critical thinking and problem solving skills.
- Advanced knowledge of current ITSM software and Crystal Reports.
- Advanced knowledge of office productivity suite.
- Intermediate knowledge of Active Directory, district student information systems, educational software systems, library management systems, financial systems, and E-mail application.
- Ability to manage multiple tasks with frequent interruptions occasionally in urgent situations.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Intermediate operating knowledge of and experience with personal computers, peripherals and operating systems.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE	
Reports to:	Executive Director of Administrative Data Services	090529	
	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	Service Desk Technician	2	1487

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- This job has no budgetary responsibilities.
- Responsible for hiring, training, evaluating and terminating direct reports.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and*

mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct			X	
Compute		X		
Synthesize		X		
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	