

MANAGER OF CUSTOMER SUPPORT SERVICES

DEFINITION

Manages the help desk and service level processes for all information technology infrastructures in the District which includes overseeing the customer support center and dispatch function.

TYPICAL DUTIES

Manages help desk services for client problems and support.
Manages first and second level problem resolution efforts provided by other IT groups.
Coordinates additional (third level) resources.
Acts as problem manager for the most severe IT infrastructure outages.
Acquires/dispatches resources to restore services and communicates status to IT and client management.
Manages work assignments with contractors hired to provide additional customer service support.
Manages IT infrastructure services such as moves, adds and changes.
Oversees the trouble call resolution and service request processes.
Coordinates efforts to revise/reengineer processes to improve its effectiveness and efficiency.
Coordinates the preparation of customer service reports.
Coordinates the development of service level agreements for IT infrastructure services with clients.
Oversees the measurement and reporting of service levels.
Monitors and manages performance against IT service levels.
Coordinates performance management efforts for other areas.
Responsible for development, maintenance and administration of help desk tools.
Coordinates the customer support services for new systems and special projects.
Coordinates with other ITD groups for Disaster Recovery processes.
Works directly with client groups and ITD management for client feedback on service levels and commitments.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Manager of Customer Support Services compiles, analyzes, and evaluates data pertaining to the District's customer support center; assists in formulating general policies and guidelines; recommends changes to processes to provide efficient and seamless customer service; and manages the activities of the customer support center .

The Director of Information Technology, Customer Support administers and coordinates the development and implementation of customer service and support activities.

The IT Customer Service Support Analyst reviews HELP DESK reports, updates and maintains Knowledge Base, and provides maintenance for change management.

SUPERVISION

General supervision is received from the Director of Information Technology, Customer Support. Supervision is exercised over lower-level help desk staff.

CLASS QUALIFICATIONS

Knowledge of:

- Best customer service practices and the measurement (metrics) of those practices
- Various office software applications
- Client focus and key business activities which rely on automation
- IT services and how they are provided

Ability to:

- Work independently, exercise initiative and good judgment
- Analyze data and draw logical conclusions
- Plan, organize, track and coordinate work to meet deadlines
- Prepare reports and graphical presentations
- Work effectively with other District employees, students, and the public
- Communicate effectively orally and in writing to all levels of management and nonmanagement groups
- Make critical decisions under pressure and assume leadership role in crisis situations
- Solve problems effectively and efficiently
- Communicate technical information to all levels of information systems' staff and clients
- Translate business needs into technology enablers

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably with a degree in Computer Science, Business Information Systems, Telecommunications or a related field. Qualifying experience in addition to that required may be substituted for two years of the required education on a year-for-year basis.

Experience:

Three years of management experience in an IT help desk environment. Experience must include working with at least three of the following: distributed client/server, telecommunications, networking (especially LAN and WAN), mainframe, or desktop computer applications (such as MS Windows, MS Office, Perfect Office).

Special:

- A valid California Driver License.
- Use of an automobile.

Special:

1. Management class, exempt from bargaining units.
2. Exempt from FLSA.

This class description is not a complete statement of essential functions, responsibilities or requirements. Requirements are representative of the minimum level of knowledge, skill and/or abilities. Management retains the discretion to add or to change typical duties of a position at any time.