

IT CUSTOMER SUPPORT SUPERVISOR

DEFINITION

Responsible for supervising the daily functions within the IT Helpdesk for the District, including supervising staff performing first-level telephone and chat support, performing daily operation functions, and coordinating service requests. This position will coach staff on technical issues.

TYPICAL DUTIES

Supervises and coordinates level-one Helpdesk services for client problems and support.
Coordinates additional second and third level resources from other IT groups required to assist in the resolution of severe problems.
Acts as service manager for the more complex service requests.
Observes and provides guidance to IT Customer Support Representatives regarding the quality of their performance.
Dispatches resources to restore services and communicates status to IT and client management.
Assists management in problem management resolution and service request processes.
Revises/reengineers service request processes to improve effectiveness and efficiency.
Oversees the measurement and reporting of service levels.
Monitors and manages performance against service levels for telephone and chat response times.
Coordinates performance management efforts for other areas.
Assists in the development, maintenance, and administration of Helpdesk tools.
Coordinates the Helpdesk support for new systems and special projects.
Works directly with ITD management to interpret client feedback on service levels and commitments.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The IT Customer Support Supervisor is responsible for performing daily operation functions including problem escalation and service level reporting, and coordinating service requests.

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 IT Customer Support Representative receives telephone calls, faxes, electronic mail, and chat requests from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement and maintenance.

SUPERVISION

General supervision is received from the Manager or Deputy Director of IT Customer Support Services. Supervision is exercised over IT Customer Support Representatives.

CLASS QUALIFICATIONS

Knowledge of:

- Best Customer Service practices and the measurement (metrics) of those practices
- Client focus and key business activities, which rely on automation
- Information Technology services and how they are provided
- Various office software applications, including Word, Excel, Access, PowerPoint, Helpdesk applications including service management software such as HP Openview Service Center.
- General office practices and procedures

Ability to:

- Work independently, exercise initiative and good judgment
- Assume leadership in crisis situations
- Analyze data and draw logical conclusions
- Analyze, make decisions, and resolve problems
- Plan, organize, track and coordinate work to meet deadlines
- Multi-task, function in a fast-paced unstructured environment with frequent changes
- Remain calm and pleasant under stressful situations
- Prepare reports and graphical presentations
- Communicate technical information to all levels of Customer Support staff and clients
- Work effectively with other District employees, students, and the public
- Communicate effectively orally and in writing
- Listen and communicate effectively with customers

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably with a degree in computer science, business information systems, or telecommunications. Qualifying experience beyond that required may be substituted for the required education on a year-for-year basis provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

Two years of experience providing technical direction regarding computer and communications infrastructure (mainframe, client-server, LAN servers, Microsoft Windows or Apple OS, office productivity tools, WAN, a working knowledge of telecommunications network, and mobile computing devices). Experience must have included working with Microsoft Office Suite, Microsoft Windows OS or Apple OS. Hotline, help desk, or Customer Relationship Management (CRM) experience is preferred.

Special:

- Microsoft Certified Professional (MCP) certificate or equivalent certification.
- Apple Certified Support Professional (ACSP) certificate or equivalent certification is preferable.
- A valid California Driver License.
- Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised with Title Change
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