

IT SUPPORT SUPERVISOR

General Definition of Work:

Performs difficult technical work planning, supervising, and participating in the support functions to users of communications, office automation software and hardware. Work is performed under the general supervision of the ITS Manager. Supervision is exercised over subordinate personnel.

Essential Functions/Typical Tasks:

Supervising technical support staff and coordinating assigned Information Technology Department support services activities; diagnosing, analyzing and solving complex software, hardware and telecommunication problems; training users; installing personal computers and software; maintaining records and files; prepares statistical and narrative reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Responsible for directing, training, evaluating staff and has substantial influence in hiring and other employment decisions.
- Determines work requirements and priorities; assigns day-to-day work to help desk staff.
- Develops, implements, and manages operational standards and escalation procedures ensuring quality service.
- Monitors & tracks help desk operations and escalated help tickets to ensure a timely resolution with minimal impact on county operations.
- Identifies and reviews trouble trends or problem areas to determine if support procedures are followed.
- Addresses service complaints and resolves customer service problems.
- Instructs help desk staff on operational procedures and troubleshooting techniques.
- Provides guidance to staff regarding procedures, technical issues, priorities, and special requests.
- Maintains accurate records of desktops, laptops, printers, copiers, and fax machines.
- Communicates to departments the schedule of equipment replacements.
- Assists in development of standard operating procedures.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Thorough knowledge of the operation, uses and capabilities of personal computers and peripheral equipment; of personal computer software systems and their capabilities; of general office practices and equipment; of the operation, uses and capabilities of MS Office suite, Internet software, MS Exchange, database software and Windows operating environments. Ability to understand and carry out written and oral instructions; to analyze software programs and program adjustments; to train users of office automation hardware and software systems; to communicate effectively, calmly, and patiently with both technical and non-technical audiences; to establish and maintain effective working relationships with the associates, subordinates, computer users, and the general public.

Education and Experience:

Requires graduation from an appropriately accredited community college with major course work in management information systems or related field and considerable experience in the operation of data processing equipment. An equivalent combination of education and experience may be considered. Supervisory experience in a technical help desk environment is preferred.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for operation of machines, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of an appropriate driver's license valid in the state of North Carolina.