WAYNE STATE UNIVERSITY

Help Desk Supervisor

Help Desk Supervisor	PN339	Salary Sch: IP, SG 13	EEO Code: 50	FLSA: non-exempt
Union: P&A Union, Local 1979, UAW				

Basic Purpose:

Positions in the Help Desk Supervisor classification are responsible for monitoring events and resolving incidents and problems with enterprise information systems, infrastructure, products, and services and end user device diagnostics and repair. This requires the incumbent to be fully knowledgeable with the tools and technologies used to provide optimal solutions in meeting customer needs. The focus of the work is to identify, and resolve or escalate technical issues in a timely and accurate manner. Incumbents provide direct support and communication to customers (faculty, students, staff, alumni, guests, and technical support personnel) to assure that requests for support are captured and resolved with appropriate follow-up customer communication and solution documentation developed. Incumbents are responsible for the overall administration of the Help Desk, supervision of student and part-time staff and provide leadership and work direction to Help Desk Analysts.

Essential Functions:

Develop, implement and improve approaches, methods and enhancements to improve performance and achieve optimal customer service standards.

Recruit, hire, train and supervise daily activities of student and/or part-time staff, including assigning work, creating schedules, and evaluating performance.

Provide resolution to issues as appropriate for support personnel.

Develop technical documentation and knowledge base information that enhances support. or customer self-help resolution capabilities for recurring situations.

Keep abreast of emerging technologies in computing systems and changes to the WSU enterprise systems, services, infrastructure, and processes.

Provide leadership and work direction to Help Desk Analysts.

Manage projects independently.

Substitute for Associate Director during absences.

Develop and maintain relationships with vendors, other IT staff and management to successfully resolve issues, implement new technology, and satisfy customer requests.

Minimum Qualifications:

Ability to make recommendations to work flow to improve the effectiveness and efficiency of daily operations.

Ability to make decisions expeditiously without always having complete information.

Project management experience.

Strong customer service orientation and experience.

Experience with developing training materials for print, web, video, etc.

Recognized expertise in trouble shooting and problem resolution.

Demonstrated supervisory experience.

Possess a working knowledge of University academic and enterprise software applications.

Possess a working knowledge of information technology, instructional technology, computer science or related technical field, and project management methodologies.

Strong skills in diagnosing, analyzing, interpreting and resolving complex IT problems.

Ability to handle difficult situations diplomatically.

Effective written and oral communication skills.

Knowledge of current desktop/tablet/mobile device and software operating systems