JOB DESCRIPTION

TITLE

Supervisor, Service Desk

JOB SUMMARY

The Service Desk Supervisor’s role is to oversee all Service Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to identification, prioritization and resolution of incidents, including the monitoring, tracking and coordination of Service Desk functions. The Service Desk Supervisor is also responsible for planning, designing, and analyzing the organization’s service desk according to best practices, while ensuring high levels of customer service quality and availability. This individual will develop, implement, and oversee procedures to ensure consistent service levels and quick resolutions. The Service Desk Supervisor is also responsible for service process design, performance analysis, and developing proactive resolution plans. The Service Desk Supervisor will also contribute to escalated problem resolution by giving in-person, hands-on support to end users when necessary. The Service Desk Supervisor is also responsible for knowledge management and coordinating business processes from the Service Desk to other Office of Technology teams. Work is performed under the supervision of the Manager of Denton Technology and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager of Denton Technology

Supervises: Service Desk Analyst I, Service Desk Analyst II’s, Service Desk Analyst III”s and Student Assistants.

ESSENTIAL DUTIES - May include, but not limited to the following:

- Establishes and enforces Service Desk operating procedures in consultation with Office of Technology teams, Manager of Denton Technology, and Director of Client Services to establish problem resolution expectations and timeframes.
• Analyzes performance of Service Desk activities and documents resolutions, identifies problem areas, and devises and delivers solutions to enhance quality of service and to prevent future problems.
• Plans and conducts performance appraisals of Service Desk staff.
• Collaborates with other Office of Technology departments to identify Service Desk software for internal staff and external clients.
• Conducts research on emerging products, services, protocols, and standards in support of Service Desk technology procurement and development efforts.
• Liaison with vendors for the evaluation of new systems technologies, oversee installation, and resolve adaptation issues.
• Manages the processing of incoming calls to the Service Desk via telephone, e-mail, and chat to ensure courteous, timely, and effective resolution of end user issues.
• Designs and enforces request handling and escalation policies and procedures.
• Coordinates hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
• Monitors and test fixes to ensure problems have been adequately resolved.
• Accesses software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
• Tracks and analyzes trends in Service Desk requests and generate statistical reports.
• Assesses needs for any system reconfigurations (minor or significant) based on request trends and make recommendations.
• Identifies, recommends, develops, and implements end user training programs to increase computer literacy and self-sufficiency.
• Oversees development and dissemination of help sheets, usage guides, and FAQ lists for end users.
• Attends training seminars, conferences, and trade shows to broaden knowledge of current and future Service Desk issues and technologies.
• Oversees the development, implementation, and administration of Service Desk staff training procedures and policies.
• Trains, coaches, and mentors Service Desk staff and other junior staff.
• Maintains responsible use of hardware, software, peripheral equipment, tools and test equipment.
• Assists in the implementation of institutionally appropriate and effective disaster recovery plans.
• May be required to work a flexible schedule, including nights, weekends and holidays.
• Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

• Participates in University or community related service that does not directly impact institutional goals or initiatives.
- Serves as Project Manager for Office of Technology related projects.
- Represent Office of Technology on other TWU committees.
- Performs other duties as requested.

**EDUCATION**

Bachelor's degree required. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis. ITIL/HDI certifications preferred.

**EXPERIENCE**

Five years experience in Information Technology systems in a Service Desk environment with customer service emphasis. Demonstrated progressive experience in the management of a Service Desk or technical support team in a higher education environment preferred.

**REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

**KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Familiarity with the advanced principles of ITIL and/or HDI.
- Exceptional knowledge of computer hardware.
- Deep-seated experience with desktop and server operating systems.
- Extensive Tier One application support experience with enterprise systems such as Oracle EBS, Blackboard LMS, Ellucian Colleague.
- Working knowledge of a range of diagnostic utilities.
- Demonstrated progressive experience in the management of a technical support team.
- Proven track record of developing and providing Service Desk deliverables.
- Solid relationship management and performance management skills.
- Ability to motivate and direct staff members and subordinates.
- Strong understanding of the organization’s goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language to non-technical staff and end users.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
• Exceptional customer service orientation.
• Experience working in a team-oriented, collaborative environment.
• Ability to use a personal computer and other office equipment, including related university software and email.

 PHYSICAL DEMANDS
The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

May be required to lift or move 50+ pounds. Additional work hours as required. Sitting for an extended period of time. The employee may be required to travel.

 WORK ENVIRONMENT
All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

 SAFETY
TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: ___________________________ Date: ________________

Employee Printed Name: ___________________________
Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.