



Salt Lake County Job Description

Assistant Service Desk and Operations Supervisor

DEPARTMENT: Administrative Services

DIVISION: Information Services 6050

JOB CODE: 590

FLSA STATUS: Exempt

SAFETY SENSITIVE: No

EFFECTIVE DATE: 4/24/2018

JOB SUMMARY Oversees the Service Desk and Operations staff and ensure that end users are receiving appropriate assistance, technical support for phones, computers and peripherals. The Assistance Service Desk Manager will also contribute to problem and incident resolution by giving in-person, hands-on support to end users at the desktop level while delivering of the highest standards of customer service to all Salt Lake County employees. Ensures the Information Technology (IT) mission, vision; core values and customer service philosophy are conveyed on each response.

MINIMUM QUALIFICATIONS Eight (8) years of related experience of which one (5) year must have been supervisory or administrative OR a Bachelor's degree from an accredited college or university in Information Technology or other closely related field plus six (6) years of related experience of which one (1) year must have been supervisory or administrative. Education may not be substituted for the required supervisory experience. Formal training and experience in a recognized Service Delivery model.

ESSENTIAL FUNCTIONS The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Supervise Service Desk and Operations staff. Develops work schedules to ensure adequate shift coverage 24x7x365.
- Reviews/approval of time off, overtime, and daily assignments.
- Manages, coordinates and orders cell phones, Mobile Hotspots, iPads and MiFi devices for the County.
- Manages all on-boarding activities for new employee, including long distance codes.
- Manages Surplus for Salt Lake County I.T. organization.
- Manage the processing of incoming calls to the Service Desk via both telephone and e-mail to ensure courteous timely, and effective resolution of end user issues.
- Develop and enforce request handling and escalation procedures for both the Service Desk and Operations staff

- Identifies the objectives for Help Desk services and their supporting infrastructure. Agrees on performance measures and, as appropriate, targets.
- Coordinates the identification and resolution of service incidents and problems and where required escalate and coordinate resolution with other IT support teams.
- Contributes to the change management process; represents the interests of the customer when assessing risk and impact. Helps to identify, specify and deliver changes required to IT services. Monitors changes completed and updates documentation as required.
- Manages and reconciles subscription based software licenses for County organizations
- Manage Orders/coordinates purchase/replacements of cell phone and mobile device purchases
- Supervises Service Desk and Operations staff, which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisals, and discipline
- Educates users on desktop and online best practices regarding security, passwords and vulnerabilities.
- Ensures that regular audits of communications are performed and that appropriate training is provided to team members in this area.
- Resolve problems and work with other teams to ensure 24x7 missions-critical applications availability, reliability and performance.
- Facilitates maintenance of printers/copiers for I.T. division
- Ensures Service Desk and Operations team completes all mandatory training such as defensive driving, yearly security, harassment, and ethics training.
- Communicates I.T. related application/server downtime alerts to users.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of: Incident tracking systems, specific knowledge of Wendia Point of Business (POB) applications

- Broad technical hardware, software, security and associate peripherals; particularly proficient with all Microsoft products (Office 365, Exchange, SharePoint) network services (WAN, LAN, WLAN, VPN, VoIP), desktop and online security, multiple web browsers (Internet Explorer, Google Chrome, Firefox), wireless support (iPhones, Androids, tablets, iPads), County user applications (Wendia POB, QuickBooks, Emergency Responder, WebEx, UC Jabber), peripherals (printers, scanners, monitors) and telecommunications (Cisco phones, Cisco VoIP.)
- Cloud solutions and how it impacts the end-users

Skills and Abilities to Provide exceptional customer service

- Think logically and systematically; solve complex problems; effectively apply general principles to specific conditions
- Lead diverse teams to consensus
- Facilitate projects and meetings as assigned, comfortable working with all levels of the organization
- Analyze business and technical processes and determine ways of making them more efficient
- Remain calm under stress and can quickly adjust, evolve and multi-task between several competing priorities at once

- Maintain confidentiality and professionalism

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS Work duties are typically performed in a general office setting.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised Date/Consultant's Initials: 04/24/2018 TB