

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Supervisor, Help Desk
Job Code: 8406
Pay Grade: 49
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Responsible for supervising and coordinating information technology help desk activities in support of Superior Court employees and community agencies with access to superior court software programs. Receives calls for assistance on information system problems, assigns the problem to a technical staff member, and oversees the resolution of the problem. May directly participate in the research of the problem and provides customer service follow-up to problem resolutions.

ESSENTIAL FUNCTIONS:

- Supervises a staff of information technology specialists who perform service and installation of desktop computers, and resolve hardware, software, and printer problems for court employees.
- Coordinates and participates in the recruitment, selection, hire, orientation and training of new employees to the unit.
- Establishes performance goals and objectives for information technology staff, monitors their performance, and prepares and presents performance appraisals.
- Oversees, monitors, and coordinates the work activities performed in response to calls for assistance and provides support and resources for work projects or special requests.
- Provides to staff performance feedback, counseling, and works with the division manager or IT Director on formal disciplinary procedures, when necessary.
- Performs as the initial contact for superior court employees on information systems issues, receives problem calls/statements, enters new calls into a tracking system, and assigns the problem to a technical specialist.
- Assists in resolving technical computer operations equipment problems as appropriate.
- Establishes performance measures such as accuracy, timeliness, follow-up, and processes to enable the tracking and documenting of employee performance on calls to the help desk.
- Performs quality checks and follow-up on completed work of calls to the help desk.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Maintains up-to-date knowledge of desktop computer software and hardware systems.
- Provides regular and ad-hoc statistical reports of help desk and service activities.
- Reviews, recommends, and revises policies and procedures relating to the help desk or technical services processes as appropriate.
- Performs related duties and/or projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of software license discovery/tracking systems as either an administrator or user.
- Must have basic knowledge of superior court desktop computer applications, software, and hardware.
- Must have the knowledge and skills of supervisory responsibilities such as establishing performance goals, providing feedback, counseling, training, and discipline.
- Must have strong skills in customer service etiquette and procedures, and business English, grammar, and spelling.
- Must have skills with the operation of desktop computers as an administrator and peripheral equipment.
- Must have the skills to effectively research staff and/or technical issues and implement effective resolutions.
- Must have the ability to communicate effectively with court employees, judges, judicial staff, court administration, and the general public.

MINIMUM REQUIREMENTS:

A high school diploma or equivalent GED certificate and three years of professional level experience as a help desk coordinator or technical field support; OR, equivalent combination of experience, training and/or education that demonstrates the ability to perform the essential functions of this position. Previous supervisory experience over help desk functions, or technical field support staff is required.

LICENSES AND CERTIFICATES:

None required. A certification from a national group titled the “Help Desk Institute” is preferred.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in a courtroom environment and may lift materials and/or equipment up to 20lbs. Must have the ability to sit for long periods of time, listen to and comprehend multiple voice dialogues.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Information Services Division Manager. This position performs duties under general supervision and has supervisory responsibilities for a team of information technology specialists.

Date: 05/11/04
Revised: