



T U L S A

PUBLIC SCHOOLS

Job Title: Service Desk Supervisor

Department: Information Technology
Reports to: Executive Director of Information Technology
Compensation: BG-07
Number of days: 12 Months
Security Access: ESC
Current Date: November 8, 2013
Overtime Status: Exempt

Job Objectives: Provide operational oversight to the daily activities of Service Desk operations and staff to ensure that all users in the district receive excellent service when they require assistance from Information Technology (IT). Participate in the development of service level targets and ensure all service levels are met. Understand, champion, and implement Information Technology Infrastructure Library (ITIL) best practices for Service Desk operations. Train the Service Desk staff in effective customer service, call management, and incident resolution. Provide assistance to the team in the resolution of incidents submitted to the Service Desk. Provide Service Desk performance reports to IT management on a weekly basis. Participate with IT management team in development of all IT services and processes and their integration to the Service Desk.

Minimum Qualifications:

- High school diploma or equivalent; college degree preferred
- Five years of Service Desk experience supporting Information Technology systems and services
- Two years of experience supervising Service Desk staff or equivalent supervisory experience
- Technical expertise in desktop and networking technologies
- Strong verbal and written communications skills
- Good organizational skills

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Supervise the day-to-day operational activities of the Service Desk staff to ensure the provision of quality technical phone and desktop support with exceptional customer service and technical expertise
- Ensure proper distribution and escalation of incident calls to appropriate individuals or IT functional areas
- Report major incidents, current events, and status updates to IT management
- Direct the activities of the Service Desk staff in support of call management, incident management and day-to-day service operations, ensuring processes and procedures are documented and up to date

- Oversee professional development and training of Service Desk staff
- Provide Level 2 technical support to customers
- Ensure the Service Desk incident management process works effectively with the problem management process, allowing problems to be documented, tracked, and resolved in a timely manner
- Ensure work tasks assigned to Service Desk staff are completed in a timely and effective manner
- Develop, maintain, and distribute recurring management reports on Service Desk Key Performance Indicators (KPI) such as call abandon rate, average speed to answer, first contact resolution, status of incident records and service requests, including time to close, open over 30 days, reopened, transferred, by group, and by individual
- Apply ITIL continuous service improvement (CSI) practices throughout the Service Desk with an emphasis on increasing first contact resolution rates for customers to 65 percent and higher
- Collect and report performance measurements of the Service Desk team members to IT management
- Coach Service Desk team members in effective ways to improve the quality of service to IT customers
- Train the Service Desk staff on operational procedures and troubleshooting techniques
- Leverage vendor and industry resources to ensure Service Desk is aligned to industry best practices for Service Desk operations
- Any other duties as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Strong verbal and written communication skills
- Strong problem-solving and analytical skills
- Comprehensive knowledge of administrative and management reporting practices and record-keeping techniques
- Ability to analyze and report operational and performance metrics effectively to management and technical staff
- Working knowledge of PC applications (spreadsheet, word processing, slide presentation) correlated with project management skills
- Working knowledge of a work order system such as CA Unicenter
- Ability to communicate effectively, calmly, and patiently with both technical and non-technical audiences
- Ability to work tactfully and effectively with customers, management, and employees
- Proven ability to build and manage relationships effectively

Supervisory Responsibility:

- Plan, assign, and direct work of the Service Desk staff
- Plan and develop technical and customer service expertise of Service Desk staff
- Ensure quality of incident documentation and coach staff in areas of improvement
- Address complaints and resolve problems
- Monitor daily tasks to ensure they are completed effectively and in a timely manner
- Escalate incidents as necessary
- Focus on team performance
- Provide leadership and guidance to Service Desk staff
- Foster a collaborative working environment with a strong sense of team for the Service Desk and other operational groups
- Work with management to evolve Service Desk operations and services to address the needs of the department and the district

Working Conditions: Performs work in an office environment in which there is minimal exposure to unpleasant and/or hazardous working conditions.

Tulsa Public Schools is an equal opportunity employer offering employment without regard to race, color, religion, gender, national origin, age, sexual orientation, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.