

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Help Desk Manager</u>
Sch & Grade	<u>PAT-9</u>
Class Code	<u>CI14</u>
FLSA Status	<u>Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Series	<u>Computer Technical</u>

PRIMARY PURPOSE:

Responsible for managing and carrying out Information Systems Division goals towards installation and maintenance of the City's Personal Computer Systems. Performs daily coordination of activities involving the City's Help Desk, ensuring Help Desk staff delivers high quality, timely services to City employees, while maintaining an organized system of records.

SUPERVISION:

Under the general supervision of the Director of Information Systems, supervises Help Desk staff.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Oversees daily fulfillment of computer maintenance services including hardware/software installation, reconfigurations, troubleshooting, repair, application training or assistance, and computer supplies procurement.
2. Responsible for the successful completion of requests from City employees for services related to installation and maintenance of the City's personal computer systems.
3. Provides user support for equipment, including PC's, printers, monitors, modems, peripherals, network attachments, print servers, file servers and software including DOS, MS Windows, NT, and MacIntosh.
4. Supervises and allocates support resources to provide high quality and timely response to employee computer support requests.
5. Serves as a liaison between the Department of Information Systems and City employees to improve customer service and relations.
6. Assigns senior technical staff to assist other Help Desk staff in order to best respond to employee computer support requests, while enforcing departmental guidelines.
7. Ensures all Help Desk operations and documents are maintained in an organized, efficient, and timely manner; produces management summary reports, as assigned.
8. Maintains appropriate records and documents for Computer Asset Management purposes; reviews and approves requisitions for computer hardware and software purchases; and maintains adequate inventory of computer supplies for resale.
9. Coordinates processes to receive computer items purchased for delivery or as inventoried; maintains accurate receiving records of all computer items purchased.
10. Maintains computer workroom, work areas, and computer storage areas in a neat, organized fashion.
11. Implements computer activities, plans, and policies initiated by the Director of Information Systems; confers with the Director regarding abuses, unusual situations and requests, or denying requests for service.

IMPORTANT FUNCTIONS:

1. Performs minor office administration tasks, such as copying, filing, faxing, etc.
2. Drives to various City departments located throughout the city to provide support and supervision of field activities.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Principles, methods, and procedures involving PC based hardware/software systems and Help Desk management and theory. Strong understanding of customer service techniques and modern office management principles, practices, and techniques. Strong knowledge of Microcomputer hardware architecture and functions such as printing, spreadsheets, databases, word processors, graphics, and local area network. Working knowledge of how various systems and applications interact within a local area network environment.

Abilities

To direct and coordinate diverse City computer installations and maintenance and monitor the administration of the City’s Help Desk function; prepare clear, concise, and comprehensive reports; train and assist staff and employees, as need; follow oral and written instructions; balance priorities effectively; communicate effectively both verbally and in writing; effectively and courteously interface and communicate with employees at all organizational levels and the general public; present an overall professional image; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Requires a Bachelor’s Degree from an accredited college or university in Computer Information Systems or a related area, plus two years of appropriate computer technical and administrative work experience, or an Associate’s Degree from an accredited college or university in Computer Information Systems or a related area, plus four years of appropriate computer technical and administrative work experience.

Physical Requirements

Performs bending, squatting, kneeling, reaching from ground level to overhead; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; must be able to operate a computer keyboard and/or mouse; may be subject to sitting for long periods of time.

Working Environment

Primarily indoor with heating and cooling regulated in a general office environment. May be subjected to extreme weather conditions when traveling to remote City locations to provide support or pick-up/deliver computer equipment and supplies.

Licensing/Certification

Help Desk Director Certification or Support Center Director Certification

Miscellaneous Requirements

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s License.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO.: 5876
Comments:	Updated Abilities	Date: June 28, 2010

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____