STATE OF NEBRASKA CLASS SPECIFICATION   EST: 02/99 - REV: 08/14
INFORMATION TECHNOLOGY HELP DESK SUPERVISOR   CLASS CODE: V07063

DESCRIPTION: Under administrative direction, supervises three or more professional level Information Technology staff, typically Help Desk Coordinators and/or Senior Help Desk Coordinators, working in an information technology customer/end-user service and support function. Plans, organizes, and manages this function to facilitate deployment of changes and resolve operational problems; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the third and final level of the three levels of the Information Technology (I.T.) Help Desk series: Coordinator, Coordinator/Senior and Supervisor. Positions are located in the State's or an agency's central help desk office. Positions in this series perform different levels of one-on-one user support and associated staff direction work where the classification level is based on the degree of complexity, responsibility, and authority handled, and the predominant focus of the work performed. Positions have limited authority to change existing software, hardware, and networking protocols. Design of existing information technology systems is not expected; however, customization, when requested, may occur in order to remotely install software or drivers, set up email profiles, user authorizations, modify printer configurations, or perform other activities.

The Supervisor class is a full performance class where incumbents perform the full range of supervisory duties for three or more Information Technology professional level staff, typically consisting of, but not limited to, Help Desk Coordinators and/or Senior Help Desk Coordinators. Supervisor positions may perform the work of assigned technology staff.

The Business Applications Support Technician series is also assigned work primarily focused on providing support services to customers/end-users of computer systems. However, this series is distinguished from the Help Desk series; as its incumbents provide end-user support primarily for selected software applications and business processes, and do not routinely provide user support or resolution services for network, database, hardware, and telecommunications issues. The Business Applications Technician Supervisor level of this series is focused on directing and evaluating the work of Technician positions assigned to the lower classification levels.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Supervisory Duties:
- Manages and directs all aspects of an information technology customer services/support function, including workforce, hardware, software, and website needs and operations.
- Develops and communicates work schedules for staff, for maintenance and other planned downtimes, and for responses to unscheduled outages. Oversees development and publication of systems status procedures, instructional guidelines, and request/response documentation.
- Plans and cooperates with other technology team managers, agency units, and other agencies to ensure coordination and improvement of the function's operations.
- Performs full range of personnel functions, such as interviewing, hiring, and evaluating performance of assigned technology staff; participates in disciplinary actions.
- Enforces compliance with security policies and other standards.

- Researches new technologies and practices, attends training, and trains technology customer services/support staff to develop and maintain the right combination of technical, communication, and organizational skills.

General Duties:
- Reviews users' requests for technical assistance and balances/prioritizes workloads.
- Reviews the documentation of user requests, including problem details.
- Reviews and performs analyses of user requests.
- Analyzes requests and determines courses of action.
- Prepares user guidelines, help desk scripts and support processes explanations, and instructs users on system and application usage and problem resolution.
- Escalates issues to and works with higher level support/technology specialists or management to resolve issues that persist or exceed the help desk level of authority or expertise.
- Monitors and follows-up on problem resolution efforts.

Technical Duties:
- Oversees the analysis, diagnosis, and repair of hardware and software problems. Analyzes and diagnoses problems with help desk systems and works with system administrators, other technology staff, or vendors to resolve issues.
- Oversees the use of established procedures and remote diagnostic/control utilities.
- Requests changes, or makes changes as permitted, in software, hardware, and network configurations to resolve problems faced by users.
- Re-boots or performs initial program load (IPL) hardware or contacts appropriate staff to perform the re-boot or IPL.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: technical deployment management practices and methods; customer service/support practices, methods, concepts, and standards; systems installed in customer organizations; knowledge-based applications; methods and practices for troubleshooting, recovering, adjusting, modifying, and improving information technology systems; a wide variety of State, agency, and customer-based applications, operating systems, protocols, and equipment; information technology security principles; methods and procedures for documenting resolutions; operating systems and utilities; computer systems concepts, setups, and best practices; local area network (LAN), wide area network (WAN), Wireless, digital subscriber line (DSL), and switching technologies; hardware and software interfacing such as peripheral drivers and print servers; user needs analysis; data storage and security; State and agency technical and personnel rules, regulations, policies, and procedures.

Skill in: troubleshooting and determining causes of operating errors; testing equipment, software, or procedures to determine their operating effectiveness applying interpersonal communication techniques including questioning, listening to, and conveying non-technical resolution steps; writing technical information and documentation regarding operational procedures and problem resolutions; developing and implementing solutions to problems; critical thinking by use of logic and analysis to identify the strengths and weaknesses of different approaches; researching, evaluating, and providing feedback on problematic trends and patterns in customer support requirements; evaluating the feasibility of adapting new methods to enhance user satisfaction; determining long-term outcomes of operational changes; managing help desk/support resources including equipment, facilities, and materials; time management to prioritize others' work activities; appraising the technical solutions of others; applying judgment and making decisions.

Ability to: evaluate best practices and new products and implement new work standards, methods, and techniques; assign, supervise, and evaluate the work of assigned technology staff; counsel and train assigned staff; multi-task and prioritize standard and operational change activities in team and organization-wide settings; select appropriate course of action from available alternatives; exercise initiative; apply a series of different and unrelated processes and methods; identify and analyze important factors and conditions in order to determine interrelationships among different information technology functions and activities; document actions taken; communicate with others in person, and by formal presentations, telephone, electronic means, and correspondence; recognize the degree of similarities or differences between problem and identify causes; interpret and apply agency technical rules and policies to specific problems to produce logical answers; combine separate aspects of information or specific answers to problems and formulate general rules or conclusions; evaluate the impact of technological changes and upgrades; define post-implementation support requirements; develop and implement performance criteria to achieve requirements.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process must request this in advance.)

Two year post high school degree or equivalent vocational/technical training in computer science, data processing operations, information technology, management information systems, network/ telecommunications systems, or related technical management field, AND three years of experience either in coordinating and overseeing technical releases/deployments, or in providing guidance and instruction to others in the use of computer applications or systems. Equivalent combination of education and experience in the areas described above may substitute for these requirements.

SPECIAL NOTE:

State agencies are responsible to evaluate each of their positions to determine the individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).