

**San Jose/Evergreen Community College District
Supervisor Position Job Description**

Position: Supervisor, Helpdesk & Reprographics

Department: Information Technology
Services & Support (ITSS)

Location: District Office

Date: Aug 26, 2015

POSITION PURPOSE

Under the direction of the Vice Chancellor, Information Technology or assigned administrator, the Supervisor of Help Desk and Reprographics oversees the functions and activities of the District Help Desk and Reprographics operations. This position ensures that all users and clients receive applicable services in a timely and effective manner. The Supervisor provides self-service options for users and maintains accessible, relevant, and up to date support documentation. The Supervisor is also responsible for providing new training resources and support services for the assigned staff.

DISTINGUISHING CHARACTERISTICS

The Supervisor of Help Desk and Reprographics utilizes best practices in providing timely, effective support services to users and clients. The Supervisor is an innovator that seeks to make the best use of technology and staff resources to increase the efficiency and effectiveness of the Help Desk and Reprographics operations. The Supervisor collaboratively develops measurable goals that are monitored and evaluated and incorporated into a quarterly and annual Program Review process.

KEY DUTIES and RESPONSIBILITIES

1. Coordinate the Help Desk staff to assure users are provided with timely and effective first and second level Help Desk support during published hours of operation.
2. Coordinate the Reprographics staff to assure printing services are provided in a timely and cost-effective manner according to district and college standards.
3. Schedule staff hours to ensure Help Desk and Reprographics coverage is provided during normal business hours, peak-hours at the start of the semester and on-call support as needed.
4. Provide advanced first level technology support for users and assist with problem resolution in the technical areas such as: computers, software, audio-visual, printers, phones, network access, wireless, mobile devices, ERP system, online courses, cloud services, etc.
5. Monitor the Help Desk activities and follow up with staff and escalation procedures to ensure that open tickets are resolved and closed in a timely manner.
6. Maintain current inventory of district office technology assets (i.e., hardware, software, services, support, etc.) and access college inventories as needed.
7. Maintain and publish written documentation of all services provided (Service Catalog) along with service level goals.
8. Monitor user feedback on services received by the Help Desk and Reprographics on a daily basis and respond to/address issues/complaints/suggestions regarding the service areas.

9. Plan, coordinate, and arrange for appropriate training for assigned personnel for staff development; may provide workshops and training seminars for the staff and user community.
10. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; train, counsel, and discipline personnel according to established policies and procedures.
11. Research and recommend new product/equipment purchases; negotiate with vendors on pricing, service needs, maintenance contracts etc.
12. Interface with a variety of vendors to procure hardware, software, and services and maintain current vendor relationships.
13. Provide routine reports of services as required, analyze cost/service trend, and monitor department budget.
14. Maintain a high degree of user visibility and participate in ITSS Management Team and designated working groups and committees.
15. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Help Desk industry standards in higher education.
2. Reprographics services and issues in higher education.
3. Computer hardware systems, software applications used in college operations.
4. Information technology standards and resources for Service Delivery.
5. Model service delivery systems and current industry standards for providing relevant customer service processes and procedures.
6. Inventory methods and techniques.
7. Postal regulations and procedures.
8. District policies and procedures.
9. Principles of supervision, training and performance evaluation.
10. Problem solving procedures and documentation.

Abilities to:

1. Provide overall direction and guidance to the daily operations, problem solving and decision-making regarding service areas.
2. Oversee multiple programs simultaneously.
3. Provide for program reporting and accountability.

4. Prepare comprehensive program reports and reviews.
5. Plan, train, assign, and evaluate assigned personnel.
6. Establish and monitor program budgets.
7. Interpret, apply and explain rules, regulations, policies and procedures.
8. Establish and maintain cooperative and effective working relationships with others.
9. Communicate with sensitivity and understanding with diverse clients and users.
10. Meet schedules and time lines.
11. Work independently with minimum supervision.

Education and Experience:

1. Bachelor's degree in a related field.
2. Three years of experience with increasing responsibilities in customer service areas resolving detailed computer-related technical questions, supervisory experience preferred.
3. Experience with printing service and mail service operations preferred.
4. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.
5. Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the District's hiring policy or demonstrated equivalent transferable skills to do so.

WORKING CONDITIONS:

1. Typical office environment.

Date Approved: 8/25/15

Salary Range: S120

EEO-Category: 2B2 – Other Professionals