

JOB TITLE  
LEAD DESKTOP SUPPORT  
TECHNICIAN

DIVISION  
ADMINISTRATION

REPORTS TO  
MANAGER CUSTOMER SUPPORT

SALARY SCHEDULE & GRADE  
IA, GRADE 8

LENGTH OF WORK YEAR  
260 DAYS

DATE  
JULY 13, 2009

SCOPE OF RESPONSIBILITIES

Leads, coordinates and assists the desktop support technicians. Manages the day to day activities of the support technicians and provides technical support, training and guidance to staff. Assumes duties as a desktop support technician when assigned.

PERFORMANCE RESPONSIBILITIES

1. Leads staff in the performance of assigned duties.
2. Works closely with the Manager Customer Support and implements measures to advance the service quality as well as gather key metrics to measure performance of the support technician group.
3. Provides technical training and support as required.
4. Verifies the accuracy and completeness of work performed by assigned staff.
5. Processes incoming requests from end users to resolve desktop application and software issues.
6. Effectively communicates ideas for improvement to management in a proactive manner.
7. Evaluates documented resolutions and analyzes trends for ways to prevent future problems and improve support technician performance.
8. Performs post-resolution follow-ups to insure problems have been adequately resolved.
9. Posts software updates, drivers, knowledge bases, and frequently asked questions resources on company Intranet to assist in problem resolution.
10. Performs other duties as assigned by the Manager Customer Support.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull medium weights.

MINIMUM QUALIFICATIONS

1. Associates Degree
2. Five (5) years experience working in a help desk environment supporting hardware and software
3. Successful completion of the customer service representative certification within 90 days of employment

DESIRABLE QUALIFICATIONS

1. Excellent analytical and problem-solving skills
2. Demonstrable experience in managing a successful team of support technicians and successful completion of computer hardware and current desktop support technician certifications
3. Excellent customer service skills

03039  
070913