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Help Desk Manager

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| Job Code: | 15 |
| Exempt: | Yes |
| Classification: | Safety |
| Department: | Sheriff |
| Reports to: | Sheriff's Technology Director |
| Location: | Sheriff's Office |

Safety Sensitive Designation Requirements:

This position is safety sensitive and subject to pre-employment, reasonable suspicion, and random drug and alcohol testing.

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to, attendance, getting along with others, working a full shift, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant only to the extent medically and reasonably feasible

SUMMARY:

The IT Help Desk is the central point of contact for all IT related incidents and service requests. The role of the Help Desk Manager is to provide support for all Sheriff's Office staff and others accessing Sheriff's Office systems. The Help Desk Manager is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, in person (for walk-in customers) and self-service.



ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Level 2 support for approximately 350 Sheriff employees and 200 contractor/other agency employees that operate 24/7.
- Installation, configuration and ongoing usability of desktop computers, laptops, tablets, peripheral equipment and software with established standards and guidelines.
- Support includes testing of computer systems and peripherals within established standards and guidelines.
- The position utilizes one-on-one consultancy to end users and Network staff. Alerts management to recurring problems and patterns of problems.
- Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems.
- Work with end users to evaluate additional and replacement hardware and software needs, and consult with vendors as needed.
- Works with Help Desk and other IT staff as appropriate to determine and resolve problems received from users.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers and administrative systems.
- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Escalates unresolved problems to the appropriate personnel to ensure the overall quality of information service delivery is being maintained at all times.
- Follows up to ensure that the service was performed successfully.
- Recommends and / or performs upgrades on systems to ensure longevity.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Perform any other related duties as required or assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. Must be able to pass a comprehensive background check. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE:

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 4 years related experience and/or training, and 12 to 18 months related management experience, or equivalent combination of education and experience, 3+ years of technical experience in an enterprise helpdesk or desktop support role. Preferred:



Associate Degree or Higher in Computer Support Related area of study.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS:

CompTIA Network+, A+, or Microsoft Technology Associate (MTA)

PLANNING:

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING:

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

OTHER SKILLS and ABILITIES:

Must have the ability to understand and carry out oral and written directions. Must maintain a professional demeanor and attitude. Must be knowledgeable with the concepts and policy controls of Active Directory. Must have knowledge of and experience with printer mapping, LAN/WAN network configuration, build, manage and update desktop images, and troubleshooting, as well as VPN client connectivity.

SUPERVISION RECEIVED:

Under general direction where a definite objective is set up and employee plans and arranges own work, referring only unusual calls to supervisor.

ANALYTICAL ABILITY / PROBLEM SOLVING:

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

ACCURACY:

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.



ACCOUNTABILITY

FREEDOM TO ACT:

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT:

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, and savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS:

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in acting for a department and/or total organization.

PUBLIC CONTACT:

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT:

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS:

Regular personal computer support, technical help, and/or basic software support, database analysis, level I technician, project coordination, installation and help desk.

PHYSICAL DEMANDS:

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.



MENTAL DEMAND:

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also, to determine or select material and equipment where highly variable sequences are involved.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable. Occasional climbing of ladders, bending or squatting to install and/or troubleshoot equipment problems may be required.

The noise level in the work environment varies.

WORK HOURS:

Regular and reliable attendance during normal work hours of Monday through Friday 8 am to 4:30 pm will be required. Occasional after hours and weekend work may need to be performed to minimize user impact. On-call rotation with other IT staff will require on-call duties of one week on-call and one week off-call.

SIGNATURE SECTION:

This job description has been approved by all levels of management:

HR Director: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____

