

## HELP DESK MANAGER

Code No.: 4-01-041

Competitive

**DISTINGUISHING FEATURES OF THE CLASS:** This is a technical position responsible for overseeing the operations of a help desk unit of an information technology department responsible for assisting users with personal computer technical problems. The employee reports directly to and works under the general supervision of a higher-level information technology staff member. General supervision is exercised over a technical staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other activities may be performed although not listed.)

Receives and responds to telephone inquiries and requests related to operational problems of a computer system;

Supervises and coordinates the operations of the help desk technical staff;

Allocates assignments to staff based on incoming requests for technical support and assistance;

Oversees responses to requests to determine the satisfactory resolution of the request;

Develops and maintains records of all service transactions;

Develops and maintains a central database of all equipment and parts for inventory requirement;

Develops and maintains all required analysis and reports to technical support operations;

Supervises technical staff in areas associated with customer relations and problem management.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer technology, computer operation and equipment usage including hardware, software, and networking terminology; supervisory ability; management ability; ability to maintain records and keep an inventory of equipment and parts; ability to write reports; ability to communicate effectively; ability to establish and maintain effective working relationships; initiative; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Technology, Microcomputer Systems Management, or a closely-related computer science field; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Technology, Microcomputer Systems Management, or a closely related computer science field, plus two (2) years paid full-time or its part-time equivalent experience in computer activities involving systems support or help desk operations; OR,
- (C) Four (4) years paid full time or its part time equivalent experience as described in (B) above; OR,
- (D) Any equivalent combination of training and experience as described by the limits of (A), (B) and (C) above.

**SPECIAL REQUIREMENTS:** Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

**ADOPTED:** May 9, 1996

**REVISED:** December 8, 2005