Computer Support Supervisor

DEFINITION

The primary function of this class is to provide the day-to-day supervision and work direction to Computer Support Technicians (CSTs) who provide complete desktop support to the City's internal computer users. Functions within this class are performed within a fast-paced, centralized, customer support environment.

Employees in this class are responsible for the leadership, training, coaching, guidance and direction of Computer Support Technicians during the performance of duties. Employees utilize statistics, call listening and on-going performance feedback to ensure the achievement of service standards are met. Incumbents ensure operational workloads and processes are carried out in an accurate, efficient and effective manner, and ensure staff are equipped with the necessary resources to effectively perform their duties. Employees lead by example and exercise a combination of advanced customer service and technical skills to deal with the more complex problems and escalation calls.

Employees also play a key role in driving continuous improvements by reviewing performance metrics, workflow processes and procedures for opportunities to achieve and improve service standards, as well as attending and contributing to client meetings with other members of the information systems organization to ensure that system requirements, deadlines, and priorities are clearly defined and achieved.

TYPICAL DUTIES

Deals with the more complex problems and escalation calls (significant computer user problems that result in corporate disruptions/impact on business operations). Resolves complex end-user systems issues in consultation with the appropriate technical or operation personnel.

Monitors calls and metrics, provides feedback, coaching, and reporting on data. Maintains records for the help desk system and problem management database.

Reviews performance metrics, workflow processes and procedures for opportunities to achieve and improve service standards and the effectiveness of the help desk systems. Participates in a variety of meetings to resolve problems, formulate plans and modify processes.

Responsible for the leadership, training, coaching, guidance and direction of Computer Support Technicians during the performance of duties ensuring operational workloads and processes are carried out in an accurate, efficient and effective manner. Participates in the recruiting and interviewing process.

Plans, prioritizes and coordinates work assignments and is responsible to manage assignments in response to service demands, emerging problems and other factors ensuring solutions meet standards and deadlines.

Ensures adequate customer support coverage and assists in providing desktop and server administrative function support when necessary to ensure service standards are met.

Researches and stays abreast of new computer infrastructure, computer system operating environments and new software applications.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Advanced customer service and communication skills to effectively respond to complex customer computer user problems and escalation calls.

Ability to plan, coordinate and supervise the work of subordinates.

Ability to provide training, coaching, guidance and direction to staff.

Ability to analyze, troubleshoot and resolve technical problems associated with hardware, software and other peripheral workstation problems.

Strong organizational skills, including the ability to manage multiple assignments and tasks while meeting deadlines in a fast-paced customer service environment.

Excellent verbal and written communication skills with the ability to effectively interact with all levels of the organization.

Vast knowledge of network systems, computer systems, hardware and software, LAN configuration and administration, servers, workstations, operating systems, call monitoring and reporting hardware and software, application software, Directory Resource Administration systems, etc.

Strong attention to detail including the ability to summarize, prepare, and interpret complex statistical reports and metrics.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade, or GED, supplemented by a relevant computer certificate program *(*Please see details below)* from a recognized Community College or Technical Institute, including a minimum of four (4) years experience in a computer systems support role in a customer service environment including demonstrated supervisory skills and/or experience.

*Relevant computer certificate programs generally have a minimum of 700+ instructional hours. These certificate programs will include course work directed at desktop support such as: troubleshooting common software and hardware problems in a network environment; configure, maintain and repair desktop systems; control network access firewalls and access controls; manage a network environment using debugging tools and scripting; complete relevant documentation and activity reports; provide common network Help Desk support utilizing effective communication with clients; etc.

This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.