

# Field Service Supervisor

## Major Responsibilities

- Supervise daily operations of the assigned Field Service team.
- Manage the processing of assigned incidents, requests, and other tasks received to ensure courteous, timely, and effective resolution of end-user issues.
- Plan, organize, and direct the work of Field Service staff; schedule shift coverage, review staff work for accuracy and timely completion of assigned duties.
- Ensure activities of Field Services team adhere to established team and/or department policies.
- Evaluate and document Service Desk staff performance and recommend performance improvement action when necessary.
- Assist users with technology problems.
- Develop queries to track and analyze trends in Field Service requests and generate reports or dashboards to monitor.
- Proactively identify process improvement opportunities, including end-user training tools and documentation.
- Ensure Field Service Team, Field Service Manager, and Service Desk are aware of all projects, initiatives, or changes that impact services.
- Identify, recommend, develop, and implement end user training programs to increase computer literacy and self-sufficiency.
- Work with Service Desk leadership to develop and disseminate support documentation, user guides, and similar material for end-users.
- Oversee the development, implementation, and administration of Field Service staff training procedures and policies.
- Oversee endpoint management using tools such as SCCM, JetAdmin, Checkpoint, and Active Directory.
- Active participant on change, release, asset, and problem management teams.
- Other responsibilities as assigned.

## Key Skills

- Knowledge and understanding of IT Field Service best practices and standards.
- Experience using IT Service Management software.
- Ability to develop processes and analyze/optimize workflows.
- Understanding of IT operations in a healthcare environment
- Ability to manage time and work priorities to meet communicated deliverable timelines.

## Desirable Qualifications

- Recent experience maintaining and managing Windows 10/11 endpoints in an enterprise environment using tools, such as: Systems Center Configuration Manager (SCCM), Active Directory Group Policies (ADGPO), Checkpoint, and Gtptol
- Recent experience supporting enterprise Identity Access Management tools, such as Imprivata or Duo
- Experience creating and using PowerShell scripts to manage or automate processes
- Experience managing and supporting iOS and Android devices with enterprise Mobile Device Management tools, such as Workspace One or Intune
- Experience supervising mid-size technical teams, including performance reviews, scheduling, and hiring activities

## Additional Qualifications

- Experience in troubleshooting software and hardware issues, including cloud-based systems.
- Available for off-hours support when necessary.