

Service Desk Supervisor

Major Responsibilities

- Supervise daily operations of the Service Desk team.
- Manage the processing of incoming calls to Service Desk via telephone, email, or Service Now to ensure courteous, timely, and effective resolution of end-user issues.
- Plan, organize, and direct the work of Service Desk staff; schedule shift coverage, review staff work for accuracy and timely completion of assigned duties.
- Ensure activities of Service Desk 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 Service Desk requests and generate reports or dashboards to monitor.
- Proactively identify process improvement opportunities, including end-user training tools and documentation.
- Ensure Service Desk Team, Service Desk Manager, and IT Managers 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.
- Oversee development and dissemination of support documentation, user guides, and similar material for end-users.
- Oversee the development, implementation, and administration of service desk staff training procedures and policies.
- Oversee Microsoft Office 365 administration of the DPH tenant, including account provisioning, group management, distribution lists, Outlook client and MS Teams.
- Active participant on change, release, asset, and problem management teams.
- Other responsibilities as assigned.

Key Skills

- Knowledge and understanding of IT Service Desk 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 operating a 24/7 service desk in a supervisory or higher-level capacity
- Recent experience maintaining and management an enterprise level messaging system, such as Microsoft 365 Exchange
- Experience creating and using PowerShell scripts to manage or automate processes
- Experience creating UCCX / CUIC reports
- 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.