

Job Title: Support Supervisor**Job Status:** Full-Time**Department:** Information Technology**Job Grade:** T607**Reports To:** Information Technology Manager**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 10/22/2024**Location:** Main Office

Position Summary

The Support Supervisors' role is to oversee the Help Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions. The Support Supervisor will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level. Act as mentor to Help Desk technicians, to include career development, sourcing training resources, and maintaining positive and supportive team environment.

Essential Duties & Responsibilities

RESPONSIBILITIES

Strategy & Planning

- Establish and enforce Help Desk service level agreements in consultation with end users to establish problem resolution expectations and timeframes
- Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems

Acquisition & Deployment

- Collaborate with other departments to identify and /or procure Help Desk software for internal staff and external clients
- Conduct research on emerging products, services, protocols, and standards in support of help desk technology procurement and development efforts
- Liaise with vendors for the procurement of new systems technologies, oversee installation, and resolve adaptation issues

Operational Management

- Manage the processing of incoming calls to the Help Desk via both telephone and e-mail to ensure courteous, timely, and effective resolution of end user issues
 - Design and enforce request handling and escalation policies and procedures
- Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications
 - Monitor and test fixes to ensure problems have been adequately resolved
 - Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution
 - Track and analyze trends in Help Desk requests and generate statistical reports
- Assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations
- Identify, recommend, develop, and implement end user training programs to increase computer literacy and self-sufficiency
 - Oversee development and dissemination of help sheets, usage guides, and FAQ lists for end users

- Oversee the development, implementation, and administration of help desk staff training procedures and policies

POSITION REQUIREMENTS

Knowledge & Experience

- Demonstrated progressive experience in the supervision of a technical support team
- Proven track record of developing and providing Service Level Agreements and Help Desk deliverables
- Solid relationship management and performance management skills
- Ability to motivate and direct staff members and subordinates
- Strong understanding of the organization's goals and objectives
- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on listening and questioning skills
- Strong documentation skills
- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language to non-technical staff and end users
- Keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- Exp working in a team-oriented, collaborative environment

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: Three Years or More

Other: 2 Years Supervisor Experience

Certification and Licensures Requirements

CompTIA A+ certification or better highly recommended

Other Minimum Qualifications

Bachelor's degree in Info Technology preferred.

Help Desk experience required.

Must be available to periodically work after normal business hours or on weekends for emergency purposes

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Click or tap here to enter text.

Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, small hand tools, network cable testing equipment, RJ45 crimping tool, vehicle PC, printer, copier, related software

Physical Demands

Standing: Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Frequently

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Frequently

- Desk Work
- Meetings
- Driving

Reaching: Rarely

- For Supplies
- For Files

Handling: Rarely

- Paperwork
- Monies

Kneeling: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

aggressive Customers)						
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Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date