

## Help Desk Supervisor

As part of the agency's IT Department the Help Desk Supervisor is fully responsible for the efficient functioning of the agency IT Help Desk and supervision of the staff in that unit. Utilizing the IT Service Operations part of the ITIL and Service lifecycle, the ServiceDesk manager is a point of escalation and expeditor for service delivery. The employee provides oversight to ensure all incidents and service requests are logged, triaged properly and worked to completion with the service level agreements, including off-shift and holiday coverage. The employee will report-out key performance indicators to demonstrate the team is following the incident management process for all incidents. They help lead the department in a positive direction as a member of the IT Management team

This position supervises a unit of information technology staff whose primary duties involve performing diagnostics, replication and triage customer issues for IT services, installation of computer programs and support of agency-issued devices. They also collaborate with management and technical staff involved in development of complex and specialized programs or agency projects, assign and prioritize work, evaluate staff performance, review IT environmental documentation, orient and train new staff and/or recommend training for staff, assist staff in resolving difficult computer problems, answer technical questions, establish and enforces unit policies and procedures, ensure programming standards are followed and conduct staff meetings.

### Advantages of Working at Franklin County Children Services:

- Health care benefits - medical/dental/vision/RX/mental health/EAP
- Life insurance plans
- 10 paid holidays, five personal days and two weeks' vacation after your first year
- We contribute 8.5% of your OPERS contribution.
- Tuition reimbursement
- College loan repayment and Perkins Loan deferment pay-off
- Longevity pay/length of service pay
- Opportunities for advancement

### Qualifications:

- Bachelor's degree in computer science or related Information Technologies studies with an emphasis in multiple technology domains. Three years of work experience using ITIL incident and problem resolution. A basic knowledge of user support issues in at least three of the following: Dell image deployment, Office 365, printer queue management, SCCM, SharePoint, Active Directory or CISCO phone and networking issues. Two years of maintaining ServiceNow, Remedy, Altiris or comparable ticket triage environments. Must obtain and maintain ITIL, COMP TIA A+ or Network+ certifications. Must have excellent oral and written communication and presentation skills strong interpersonal skills and be proficient in database principles. Three years' experience in IT Management.
- Completion of undergraduate core coursework in computer science, or completion of undergraduate core coursework in any academic major which included at least one course in each of the following:
  1. Advanced-level computer programming language (for example, COBOL, Delphi, Java, Powerbuilder, Visual Basic, PI 1, SAS PCS, PacBase, Full Visual Suite, Designer 2000, Developer 2000, C, C++, Visual C, ECL, Or Visual Studio)

2. Logic-based mathematics
  3. Database concepts (for example, Oracle, Microsoft Access, Paradox, Sybase, IMS DB, DB2, Cache, DMS, Or RDMS)
  4. Computer systems analysis and design,
  5. Basic data processing concepts
- Five and a half years' experience commensurate with job duties to be performed, knowledge and skills required; as well as three months experience in performing project management functions.

All positions are subject to a criminal background, fingerprinting, employment verification, and motor vehicle report checks. Also, all offers of employment are contingent on receipt of a negative pre-employment drug test.

You can view a complete position description and get additional details about openings on our website at <http://childrenservices.franklincountyohio.gov/about/employment.cfm>