



Job Description

Job Title: Help Desk Support Specialist Team Leader

JTC: TAR

Salary Range: N05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

A team lead position responsible for providing customer/technical support and service through analysis and problem resolution regarding the installation, maintenance, education, implementation and documentation of a variety of software and hardware technologies using remote communication, email or phone to client or end user. Identifies, researches and resolves the most complex technical problems.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to lead and coordinate the daily activities of help desk team members responsible for the handling a high volume of calls. Must have technical knowledge of various types of end user hardware and software. Ability to drive performance, efficiency and quality of work by providing guidance, instruction, direction and leadership to assigned team.

Experience in process improvement, facilitating change and creating new ideas to improve the help desk functions. Able to observe the team's open backlog of support issues and re-assign issues as necessary to ensure they are closed in a timely manner. Ability to achieve successful outcomes through the handling of difficult situations and customers. Strong ability to work effectively with various levels of an organization and effectively manage multiple tasks simultaneously.

Able to interface effectively with team members, stakeholders and constituents while providing professional and courteous service in a diverse, multicultural environment. Ability to create an environment of trust and collaboration within the team by sharing information and engaging all team members to proactively express ideas that will improve process and procedures.

Ability to work under pressure and make sound decisions, using independent judgement, in order to plan/accomplish goals and deliver top performance. Ability to diagnose and resolve unique nonrecurring problems associated with application software and operating systems as escalated by team members. Able to resolve problems while maximizing efficiency.

Must be able to observe the team's open backlog of support issues and reassign issues as necessary to ensure they are closed per help desk guidelines/procedures. Able to analyze results of customer satisfaction measurements to improve services and customers relations.

Ability to communicate and interact with diverse stakeholders and constituents internal/external to the organization to ensure that end users' needs are met. Must have excellent listening, customer service and communication skills and exhibit a high level of professionalism with extreme sensitivity to customer satisfaction.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate Degree with three (3) years of experience in work related field. Transcripts will be required. Valid driver's license required for offsite travel. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for leading the help desk support team to provide high quality and efficient customer service and resolution of hardware and software issues through coaching, problem solving, workload management and oversight. Responsible for administering procedures related to identification, prioritization and resolution of incidents, including the monitoring, tracking and coordination of help desk functions. Responsible for the technical support of user devices, application software and related technologies used by employees.

Establishes best practices through entire technical support process. Responsible for the implementation and maintenance for technical support standards, policies, processes and procedures. Maintains and monitors location licensing compliance and software documentation. Keeps up-to-date on best practices and technological changes through professional development activities.

Works with application development team to identify application issues at the customer level and provide technical detail in order for development team to accurately identify problems within applications. Works with network infrastructure team to identify network issues at the customer level and provide significant technical detail to assist in network hardware resolutions.

Handles escalated work orders from the team that requires additional troubleshooting and follow-up. Escalates ticket to other IT staff as appropriate. Produces appropriate reports on help desk statistics and performance. May perform administrative tasks such as time reporting, material ordering, and database management.

Act as liaison between help desk and other IT teams to ensure effective communication between teams. Encourages the team to find better ways of working and to seek continuous improvement. Uses oral and/or written communications skills to effectively communicate with a diverse array of stakeholders and constituents within the DCCCD community network. Must be able to provide exemplary customer service.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.