

Help Desk Manager

The work in the Help Desk Manager position includes responsibility for planning, coordination, analysis and technical support functions. This position manages the help desk and solves problems and accomplishes work processes through information systems and technology.

The knowledge of computers and information systems is an increasingly important part of many occupational fields. In most instances, the computer knowledge is secondary to the knowledge and skills associated with the occupational field. The computer is a tool to facilitate accomplishing the work.

There are three components to the help desk manager position:

Infrastructure Functions, Organizational Functions, and Complexity Levels.

1. Infrastructure Functions:

Software includes both applications and operating software; Hardware refers to the physical components (PCs, servers, mainframes, peripherals, etc.); Communications provides the connections that link systems and includes data, voice, image and video; Data is concerned with databases and associated master files.

The Help Desk Manager will typically spend 70% or more of work time on one or two of the infrastructure functions.

2. Organizational Functions

Customer Assistance (CA) is user assistance, systems maintenance and fixing problems of all sizes; Operations (OP) is the day to day functions and includes such things as installation, performance monitoring, access, daily security, back-up, scheduling, inventory management and processing orders; Construction (CO) refers to new systems and features and covers major remodels and enhancements as well as new systems; and Planning (PL) is strategic, long term planning.

This is not the regular, on-going planning required in many jobs. This is strategic planning as a separate primary job function and addresses issues such as resource utilization, disaster planning, new technologies and acquisition strategies, change control management, system performance, and overall security.

3. Complexity Levels

There are varying levels of complexity connected with the work as the Help Desk Manager. Complexity levels relate to the tasks (the work being done) and are based on the factors that influence those particular tasks. These factors include the size, scope and criticality of the environment, the diversity of systems, degree of independence, available guidelines, etc.

General description of help desk manager

The Help Desk Manager supports operations, maintenance, and installation of systems, assists with constructing new and enhancing existing systems and helps staff use the systems.

Supervision received

The Help Desk Manager receives general supervision and seeks guidance for priority issues or on technical procedures from the IT Manager, and is often in close contact with the Liaison Commissioner and other Board of Commissioners. Work assignments are from a regular schedule or as problems come up via the Help Desk System. The IT Manager reviews work for accuracy and conformance with timelines, production standards and policies and procedures.

Supervision authority

The Help Desk Manager will exercise supervisory authority over his area of responsibility (The Help Desk) and any staff assigned to this division of the IT Department.