



Non-Bargaining Unit Job Posting

Post: Internal/External

DIVISION: Enterprise Information Management

DEPARTMENT: Information Technology

JOB TITLE: Helpdesk Supervisor

SALARY GRADE: IT, Grade 7

MAX # OF OPENINGS: 1

Summary of Duties:

The Help Desk Supervisor provides oversight for the Helpdesk Level 1, 2 and 3, and supports functions as a seasoned Technical Support professional with experience at all levels of the help desk classification.

Essential Functions:

- Manage expectations at all levels: customers/end users, management, and executive sponsors.
- Ensure quality standards are followed.
- Monitor the team's open backlog of support issues and re-assign issues as necessary to ensure they are closed per agreed upon service levels.
- Act as the escalation point for high-priority support issues.
- Make recommendations on policies on system use and services.
- Call software and hardware vendors to request service regarding defective products.
- Act as a subject matter expert for one or more custom or COTS applications.
- Explain software errors and recommends changes to programmers
- Work as in-house consultant and research alternate approaches to existing software and hardware when standardized approaches cannot be applied.
- Test software and hardware to evaluate ease of use and applicability.
- Write software and hardware evaluation and recommendations for management review.
- Write or revise user-training manuals and procedures.
- Develop training materials, such as exercises and visual displays.
- Train users on software and hardware on-site or in classroom, or recommend outside contractors to provide training.
- Onboarding / Offboarding.
- Provide technical assistance, and support, to end users for hardware, software, and systems.
- Provide hands-on technical assistance to business and technical users.
- Investigate and resolve computer software and hardware problems of users.
- Serve as a contact for users with software, hardware, and operating systems problems, escalating as necessary.
- Determine whether problem is caused by hardware, software, or system.
- Answer questions, applying knowledge of computer software, hardware, systems, and procedures.
- Talk with technical and non-technical co-workers to research problem and find solution.
- Ask user with problem to use telephone and participate in diagnostic procedures, using diagnostic software or by listening to and following instructions.
- Apply knowledge of, and experience with a variety of call-tracking software and systems.
- Read trade magazines and engages in independent study to maintain current industry knowledge.
- Follow quality standards, and displays strong customer service skills.
- Complete other tasks as assigned.

Job Specifications:

- Knowledge
- Skills
- Abilities

Required: Associate's degree or equivalent in technology; 8+ years of helpdesk experience and 3+ years of team lead experience; ITIL knowledge; Platforms / Applications experience and well versed in the following: Service Desk, Ticket System, Remote Desktop, Skype for Business/Lync, Windows 7 and above, Microsoft Exchange, Active Directory, Cisco CM Console, Cisco Unified Historic Reports, Cisco Unity Connection Administration, Cisco IP Communicator, VPN, Microsoft Office, Anti-virus, Oracle, SCCM, Deployment Console, Network Account Administration, Desk Side Tier 2 Support, Hardware/Software/Break Fix; formal training: ITIL Awareness and Operations certification, Introduction to Networking certification, ITIL Service Desk certification; strong communication skills; both written and spoken; ability to thrive in a team environment. The successful candidate should have served in a Corporate IT environment, supporting Help Desk tier one, Desk-side tier two support with solid reputation for problem resolution, productivity, and professionalism, excellent communication, troubleshooting skills required to ensure and drive resolution for issues. **Preferred:** 10 or more years of helpdesk experience; customer service certification.

Physical Requirements:

Ability to retrieve data from computerized, typed and written sources. Ability to effectively communicate orally or in writing with internal teams and external agencies. Occasional walking, climbing over various terrains to inspect construction sites, facilities, etc. Moderate stooping, crouching and kneeling. The successful candidate must have reliable transportation to off-site meetings.

Working Conditions:

Normal office environment with periodic field exposure including possible exposure to dirt/dust, high noise, coal, fly ash, and asbestos.

To Apply:

Email application, resume and cover letter to bwljobs@lbwl.com with *Help Desk Supervisor* in the subject line, or mail to Human Resources, *Attn: Help Desk Supervisor*, P.O Box 13007, Lansing, MI 48901. **Deadline for submission is August 18, 2017.**

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