



Position Description

Title: End User Support Supervisor		
FLSA Class: Non- Exempt	EEO Category: Professionals	WC Class: 8861
Job Title #: 110005	Salary Grade:	
Date Approved: May 31, 2017	Purchasing Approval Level: 1	
Revision Date:	Job Class: Non-Program	
Revision:	Licensure: N/A	

Purpose of Position

The objective of this position is to maintain the high availability of desktop and laptop workstations and associated peripherals provisioned for the use of our staff. The End User Support Manager will possess the knowledge, skills, and ability to effectively coordinate the technical resources necessary to provide system provisioning and problem resolution in a timely and efficient manner. This position is also responsible for the supervision of regional end user support technical staff throughout the state. Travel and emergency availability is also a requirement. The Supervisor - End User Support position reports to the Manager of Infrastructure Services position.

Major Duties (*Essential Element)

Remediation of support issues

- Supervise and lead a distributed End User Support team (EUS) of technicians across the agency while working to ensure cohesiveness between team members. Provide guidance to ensure consistency and alignment between the strategic direction and tactical operations for the End User Support Team.*
- Triage, manage, and monitor end user support requests as well as satisfaction surveys to ensure timely delivery of quality technical support service. Identify common support issues and assist with the creation of KB articles and training materials as needed.*
- Assists in the development of departmental processes and procedures for Level 1 support and perform level 2 support. Level 2 support includes the building and distribution of Operating System images.*
- Oversee and provide support for a wide variety of both software and hardware technologies, escalate issues as needed and/or contact vendors & partners directly. Offer fiscally sound solutions.*
- Envision and assist supervisor with the development of plans to execute delivery of new technologies, processes, policies, and procedures. Prioritize and coordinate technical

resources needed to ensure and oversee day to day operations as well as hardware and software upgrades for end user devices.*

- Manage the helpdesk ticketing system provided by the KACE management appliance
- Provide support exclusively through the helpdesk ticketing system provided by the KACE management appliance
- Assign helpdesk end user support tickets to appropriate support personnel. Ensure that support tickets are successfully closed in as little time as possible
- Coordinate with supervisor to interpret KACE reports to identify and resolve issues relating to workstation update management, software distribution, hardware and software inventory, and asset location management.
- Utilize remote support tools to provide support to remote workers to minimize downtime, tech time, travel time and expense.
- Produce IT intern support staff work schedules to ensure adequate regional support coverage
- Provide other technical services as necessary for the successful completion of projects
- Support agency surveillance, security, and video conference systems by responding to the needs of the Infrastructure Services Manager, Directors, V.P.'s, and Human Resources
- Support other Information Technology managers when regional help is requested
- Work with support staff to identify common support issues and assist in the creation of training or knowledgebase materials
- Provide reporting for the End User Support department on labor, projects and current initiatives
- Available for emergencies to resolve critical errors and maintain system integrity and availability
- Perform other duties as needed for the betterment of Great Circle

Workstation Provisioning

- Meet the timelines agreed upon for new system delivery and configuration
- Coordinate with the Infrastructure Services Manager on receipt of new workstations and desktops
- Create system configuration images to be deployed to new desktops and laptops
- Record all activities in the KACE ticketing and hardware/software management system

Documentation

- Produce end user guidance documentation for common technical support issues
- Maintain documentation of workstation delivery information, including receiving department and staff
- Identify and enforce policies that will strengthen security and avoid risk

Working Conditions

School, residential or ranch or office environment

Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to sit or stand at a personal computer for a reasonable length of time typing and reading. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to see, hear, speak, walk, and sit. Must be able to use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl. Vision abilities required for this job include close vision, distance vision, peripheral vision, depth perceptions, and the ability to adjust focus.

Lifting 10 – 25 pounds occurs frequently while lifting over 100 pounds occurs less frequently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Budget Responsibility

None

Supervisory Responsibility

Yes

Qualifications

Windows Operating Systems, Microsoft Office 365, Microsoft Office Productivity Suites, Remote Support Tools, Active Directory, TCP/IP, KACE appliance, VPN, Firewalls.

- Ability to adjust communication techniques to adapt from a high technical level to a low level, based upon the audience and the situation.
- Teamwork - Effectively works toward common goals by supporting, encouraging, and sharing information with colleagues.
- Initiative - Recognizes what needs done and accomplishes it proactively.
- Technical/Functional Expertise - Possesses the technical and functional knowledge required to perform the job.
- Resourcefulness - Identifies information and materials that contribute to the completion of quality work.
- Customer Focus – Demonstrates the desire to help or serve the customer and committed to continuous improvement of services.
- Critical Thinking - Possesses the ability to understand an idea, situation, or problem through an in-depth analysis.
- Accountability - Takes personal accountability for outcomes. Achieves results in expedient manner.
- To have or acquire current Missouri valid driver's license and able to meet the requirements for auto insurance.

Required Education and Experience

- BS in Computer Science or related field or a combination of education/information technology experience
- Four or more years' experience with current versions of Windows desktop operating systems in a MS Windows domain production environment
- Basic understanding of Ethernet networks, switches, routers and topology
- Experience with Microsoft software
- Strong verbal, written, and analytical skills
- Ability to simplify and present complex technical information to diverse audiences (management, users, vendors, and technical staff) that easily facilitates rapport and fosters understanding
- To have or acquire current Missouri valid driver's license and able to meet the requirements for auto insurance

Preferred Education and Experience

- Recommended certifications to have or acquire: CompTIA A+, CompTIA Network+, MCP
- Previous work in a trauma informed environment is preferred but not required.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee printed name: _____ Date: _____

Employee Signature: _____