

<b>Job Title:</b>	Service Desk Team Lead
<b>Grade Level/Terms of Employment:</b>	Grade 116/Twelve month (260 days)
<b>FLSA Status:</b>	Non-exempt
<b>Work Location:</b>	Department of Technology Services
<b>Immediate Supervisor:</b>	Supervisor, Technology Services Service Desk

### General Description:

Performs responsible technical work performing preventive and corrective maintenance on computer equipment and associated peripherals. Work requiring a negligible amount of force to move objects and lifting (up to 50 lbs.); work requires climbing, balancing, sitting, stooping, kneeling, reaching, standing, walking, pushing, lifting, grasping, pulling, feeling, and repetitive motions. Vocal communication is required for expressing or exchanging ideas. Hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications. Visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arm's length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

### Essential Duties and Responsibilities:

- Provide customer service to all end-users in a prompt, professional and courteous manner.
- Evaluate, prioritize and schedule problem resolutions; escalate problem resolutions (when required) to the appropriately experienced technician.
- Identify mass computer related outages (power, network and server). Notify technicians of current state, estimated time of resolution and resolution details.
- Works closely with internal instructional Training Staff to identify training needs of the user population based on data extracted from service desk system.
- Monitors the perceived/documented efficiency and customer service of the service center.
- Develops Service Desk documentation for all standard operating procedures.
- Provide reporting of computer and related item assets as needed.
- Track and report server and network (to include wireless access) monitoring. Trends and downtime.
- Monitor and report from telephone ACD system to monitor and adjust to optimal performance in service desk.
- Observe and report outages and updates to WUG.
- Provide input and generate IT Policies and Procedures where necessary; and
- Performs other related duties as assigned.

### Qualifications:

- High school diploma or its equivalency is required;
- Minimum of 3 years in desktop support required;
- Associate's degree in Computer Science, Information Systems or a related field is preferred;
- General knowledge of Windows, remote desktop management and helpdesk software management platforms, Numara background is desired;

- Minimum of four (4) years of progressive background in Information Technology is preferred;
- Demonstrated ability to perform computer repairs and upgrades to desktop systems;
- ITIL and/or HDI certifications are desired;
- Must have a positive work ethic; possess excellent communications and public relations skills along with excellent customer service, leadership and organizational/planning skills;
- Must be able to communicate efficiently in technical or simple terms as appropriate to end users, staff, and management;
- Must have a valid Virginia Motor Vehicle Operators license and evidence of good driving record;
- Must be willing to use own personal vehicle for some required local travel.