

TECHNOLOGY SERVICE DELIVERY SUPERVISOR

JOB SUMMARY

Under general supervision, plan, oversee and participate in providing first-level technical support to end users across the District; operate and maintain the District's work management and call center systems; train and supervise the performance of assigned staff, assigning workloads and resources; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, oversee and participate in the daily operations and activities of the District's Help Desk; operate and maintain the District's work management and call center systems. **E**
- Assure service tickets and requests for service are completed in a timely and cost-effective manner; expedite emergency requests; monitor status of tickets; serve as an escalation point for customer complaints and follow up and escalate issues as needed to assure quality customer service and timeliness. **E**
- Monitor activities and respond to inquiries; provide technical troubleshooting, determine type of request, diagnose and provide solutions or escalate complex problems to appropriate personnel as required, ensuring proper problem notification procedures are being followed. **E**
- Analyze issues, probe user to ascertain actions leading up to problems and deduce sources of error; respond to questions and apply knowledge of computer software, hardware and procedures; communicate step-by-step instructions to users. **E**
- Develop queries to track and follow-up on reported technical issues; notify users of completion of requests; ensuring accurate contact and resolution records are maintained. **E**
- Develop and implement operating procedures and practices to improve efficiencies and customer service experiences for end users. **E**
- Proactively identify process improvement opportunities, including end-user training tools and documentation. **E**
- Provide a variety of management reports on Help Desk operations and issues, including recommendations for areas of service or technology improvements. **E**
- Train staff in areas of responsibility, new technology, and support procedures to assure consistent, high-quality, and professional service, including communication and telephone skills. **E**

- Communicate with managers, vendors, service providers and outside organizations to coordinate activities, prioritize and schedule work, resolve issues and exchange information. *E*
- Participate in the formulation and development of departmental policies, procedures and programs; advise managers of unusual trends or problems and recommend appropriate corrective action. *E*
- Prepare and maintain a variety of records, files and reports related to daily operations and other assigned activities. *E*
- Train and supervise the performance assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; schedule and assign work. *E*
- Provide oversight and supervision to other departmental service delivery operational support groups as directed. *E*
- Attend and participate in meetings, conferences and seminars related to assigned functions to maintain current knowledge of industry trends, emerging technologies, and technology support best practices. *E*
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

The Technology Service Delivery Supervisor plans, oversees and participates in providing first-level technical support to end users across the District. Incumbents in this class provide support both in-person and via remote-access technology, working standard hours, with occasional after-hours on-call responsibility, as assigned. Incumbents model, and foster in staff, a focus on providing quality customer service to end users and a culture of responsiveness to client needs.

EMPLOYMENT STANDARDS

Knowledge of:

Technology service desk operations including call center and user support software systems.

Remote-access technologies and software.

Principles and practices of providing high-quality customer service.

Technology service management using a framework such as Information Technology Infrastructure Library (ITIL).

Principles and practices of supervision and training.

Cisco Contact Center software.

Information Technology Service Management (ITSM) platforms.

Bomgar (Beyond Trust) and other similar remote management software.

General networking principles.

General principles and techniques of systems analysis.

Organization and workflow management.

Record-keeping and report preparation techniques.

Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Operation of a computer and assigned software.

Ability to:

Plan, oversee and participate in the daily operations and activities of the District's Help Desk.
Develop, recommend and implement practices and procedures that improve efficiency and customer service for end users.
Support end users and technical staff in person, via telephone and remote access tools.
Analyze technical problems accurately, logically and quickly.
Assure quality customer service and foster a culture of responsiveness to client needs.
Understand and resolve issues, complaints or problems.
Reassure and assist others tactfully and sensitively.
Remain calm and pleasant in stressful situations.
Supervise, train and evaluate the performance of assigned personnel.
Interpret, apply and explain rules, regulations, policies and procedures.
Prioritize and organize work.
Meet schedules and timelines.
Maintain current knowledge of technological advances in the field.
Prepare and maintain a variety of records and prepare reports.
Operate a computer and assigned software.
Read and understand manuals for software and hardware applicable to District policies and procedures.
Demonstrate excellent customer service skills.
Establish and maintain cooperative and effective working relationships with others.
Understand and follow oral and written instructions.
Demonstrate attention to detail and strong organizational skills.
Work independently and as part of a team with little direction.
Communicate effectively both orally and in writing.

Education and Training:

Bachelor's degree in computer science, information technology, business administration or a closely related field.

Experience:

Three years of experience assisting end users in a technology service call center.

OR

Three years of experience as a Technology Support Representative or Computer Support Technician with the Long Beach Unified School District.

Lead or supervisory experience is desirable.

Two years of additional experience may be substituted for two years of the required education.

Any other combination of education, training and experience, which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and the possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Offices and school sites.
Driving a vehicle to conduct work.
Occasional evening and variable hours.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a computer screen and a variety of written materials.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Hearing and speaking to exchange information in person and on the telephone.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling objects weighing up to 20 pounds.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.