



Job Title: Help Desk Manager

Supervisor: Coordinator – End Use Support

Terms of Employment: 246 days

Job Summary:

Oversee Help Desk daily operations. Assisting Help Desk personnel with providing resolution to issues.

Essential Duties:

1. Manage the help desk team and evaluate performance.
2. Ensure customer service is timely and accurate on a daily basis.
3. Train and support help desk representatives and technicians.
4. Set specific customer service standards.
5. Contribute to improving customer support by actively responding to queries and handling complaints.
6. Establish best practices through the entire technical support process.
7. Follow up with customers to identify areas of improvement.
8. Develop daily, weekly and monthly reports on help desk team's productivity.
9. Provide customer feedback to the appropriate internal teams, like product developers.

Other Duties:

Perform other tasks as assigned by the Coordinator – End User Support.

Job Specifications:

- Proven work experience as a Help desk manager
- Hands on experience with help desk and remote-control software
- Solid technical background with an ability to give instructions to a non-technical audience
- Customer-service oriented with a problem-solving attitude
- Excellent written and verbal communications skills
- Team management skills
- Performance of this job will be evaluated annually in accordance with provisions of the District's policy on Evaluation of Professional Personnel.

Minimum Qualifications (Knowledge, Skills and Abilities Required):

1. Associate degree preferred, or equivalent work experience/knowledge in computing, engineering, or technology field.
2. Minimum of three (3) years' experience supporting end users.



3. Valid SC Driver's license and reliable transportation.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand and reach with hands and arms; walk; sit; stoop or kneel; crouch or crawl.

Additional physical requirements include the following:

- Physically capable of frequently lifting or moving up to 75 pounds;
- Specific vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus;
- Ability to sit and stand for extended periods of time;
- Manual dexterity for the purpose of using a telephone and data entry;
- Read a computer screen and printed material with or without vision aids;
- Hear and understand speech at normal levels and on the telephone;
- Speak in audible tones so that others may understand clearly in person and on the telephone.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Pay Grade: 118

Please click [here](#) for salary scales.

This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other related duties as assigned by the appropriate administrator or supervisor. Horry County Schools reserves the right to update, revise or change this job description and related duties at any time without prior notice.