

Job Description - PICS Help Desk Manager

Summary

The primary role of the Help Desk Manager is to develop, lead and motivate a team of help desk professionals to deliver excellent technical support with outstanding customer service, satisfaction and timeliness. This includes managing all procedures related to the identification, prioritization and resolution of end-user requests, as well as monitoring, tracking, and coordinating all Help Desk functions. The Help Desk Manager will also contribute to incident resolution by giving remote, hands on support to end-users.

Essential Functions

Strategy and Planning

- Create and maintain customer service level agreements to establish problem resolution expectations and time frames
- Analyze performance of Help Desk activities, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems
- Plan and conduct performance appraisals of Help Desk staff
- Assist in managerial activities such as hiring, employee development and training
- Resource management for incoming customer inquiries, projects, administrative work and workforce planning

Operational Management

- Manage the processing and prioritization of incidents at the Help Desk, by telephone, email, or our Help Desk self-service site to ensure courteous, timely, and effective resolution of end-user issue
- Develop, improve and enforce request handling and escalation policies and procedures.
- Coordinate, or if necessary assist in performing, hands-on support and fixes
- Develop testing scripts/protocols for software patches and releases
- Perform acceptance testing for software patches and releases
- Work with software distribution to deploy software patches, upgrades and releases
- Develop and maintain relationships with PICS business partners
- Monitor incident resolution to ensure problems have been adequately resolved
- Track and analyze trends in Help Desk requests; assess need for any system or process reconfiguration based on trends and make recommendations
- Identify, recommend, develop, and implement end-user training programs to increase employee productivity and self sufficiency
- Oversee development and distribution of help script sheets and usage guides to employees.
- Oversee the development of Help Desk staff training, procedures, and policies
- Other responsibilities include:
 - Maintaining the service catalog and service level agreements
 - Public relations with the user community
 - Tracking and managing the customer satisfaction of the helpdesk
- Perform miscellaneous duties as assigned.

Job Description - PICS Help Desk Manager

Education, Experience, and Knowledge

Required qualifications

- Bachelor's degree or equivalent work experience
- Minimum two years of Help Desk management experience or equivalent
- Demonstrated experience in the management of a technical support team
- Excellent interpersonal, phone, and customer support skills
- Knowledge of Progress DBA and QAD
- Experience with Eagle RF Express or other data collection solutions a plus
- Experience with FormTrap, DocLib, Kofax or other imaging software a plus
- Knowledge of Unix based operating systems and Windows server
- Knowledge of desktop applications and security solutions
- Knowledge of LAN/WAN architecture
- Excellent written and oral communication skills
- Excellent analytical and problem solving skills
- Excellent documentation skills
- Ability to disseminate information in a user-friendly manner to employees
- Must be able to work in a fast paced environment with a demonstrated ability to handle multiple competing tasks and demands
- An energetic individual that thrives under deadlines and fosters open communication