

Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 04/15/2019

MANAGER OF HELP DESK AND DESKTOP OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for overseeing the delivery and improvement of customer services provided through information technology staff. This position provides general and advanced technical support as needed, conducting follow-up evaluations to ensure issues were resolved appropriately. Work is performed under the general direction of a higher level supervisor, in accordance with established policies and objectives, permitting the frequent exercise of independent judgment. The incumbent oversees the work of assigned staff members. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Oversees the delivery and improvement of helpdesk operations provided through the staff of the information technology (IT) service center;
Develops work plans and monitors progress, adjusting resource allocation and priorities as necessary;
Ensures appropriate resources are available to support county user helpdesk ticket requirements;
Oversees updates to county website and intranet site;
Oversees rollout of new desktop hardware and applications;
Prioritizes helpdesk requests;
Coordinates helpdesk operations and ticket resolutions, when needed, with other IT managers;
Meets weekly with desktop staff to coordinate helpdesk operations;
Updates and maintains work stations;
Maintains complete inventory of hardware, software and sensitive data on the county network;
Prepares, submits and follows up on sensitive data and access reports;
Coordinates with desktop operations staff in developing and maintaining a desktop procedure manual.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the operation of networked computer hardware, software, peripherals and communication devices; good knowledge of current technology platforms and tools for the management of devices, security policies and user access; good verbal and technical writing skills; working knowledge of all phases of the organizations operations; working knowledge of productivity and resource planning applications; skill in developing and maintaining effective interpersonal relations; ability to understand and carry out complex written and verbal instructions; ability to plan, evaluate and direct the work of others; ability to communicate clearly, both orally and in writing, with customer base, management and staff.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Computer Information

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MINIMUM QUALIFICATIONS (cont'd):

Systems, Telecommunications or Network Engineering, **AND** three (3) years of experience in customer support of end user devices; **OR**

- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Computer Information Systems, Telecommunications or Network Engineering, **AND** five (5) years of experience in customer support of end user devices.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

SPECIAL REQUIREMENT FOR ONEIDA COUNTY GOVERNMENT ONLY: Criminal Justice Information Systems (CJIS) Security Clearance is required for appointment and must be maintained throughout appointment.

Adopted: 08/23/2016

Revised: 04/15/2019