

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

Class Title: Desk Top Support Services Supervisor			BOT Date: 4/21/04
Level: H	FLSA Status: N	Class Code: N0810	Adm. Rev:

GENERAL DESCRIPTION

Supervises, directs and coordinates the activities of the Help Desk Staff to ensure that software and hardware services provided meet or exceed expectations. Ensures that standard operating procedures for the Help Desk are followed as they apply to creating, tracking and clearing trouble tickets.

KEY RESPONSIBILITIES

% OF TIME

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1. *	Supervises, schedules and coordinates all activities of Desk Top Support Staff. Functions as a working supervisor and provides backup support during staff absences.	25
2. *	Ensures that Standard Operating Procedures for Desk Top Support are provided to DTS Staff and are followed.	25
3. *	Provides on-going training to DTS Staff to ensure that effective troubleshooting techniques are used and that proper trouble ticket generation, tracking, assignment, escalation, and closing procedures are used.	25
4.	Prepares weekly report for manager for total tickets, total tickets dispatched, total tickets cleared, and total ticket carry over.	10
5.	Responsible for time and attendance reporting for DTS staff.	5
6.	Prepares and communicates annual performance evaluations for all DTS staff.	5
7.	Maintains up-to-date inventory of all equipment assigned to DTS.	5
8.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
Education:	Bachelor's Degree.	
Experience:	3 to 5 years with desktop support services.	
Planning:	Plans events that are expected to occur during the year, and have some effect on the department's annual expenditures, and/or revenues. Scope of planning is section or large group.	
Impact of Actions:	Provides supportive advice, analysis, or related services which impact the expenses or revenues but with no authority to actually spend the budget. May collect or process revenues/expenses.	
Impact of Decisions:	There is moderate responsibility for making recommendations or decisions, which typically affect the department, but may at times affect the operation, services, individuals, or activities of others outside department.	
Complexity:	Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies, and/or precedents used in combination. Frequently, the application of multiple, technical activities is employed; therefore, analytical ability and inductive thinking are required. Problem solving involves identification and analysis of diverse issues.	
Decision Making:	Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant, guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.	
Problem Solving:	Problem solving involves identification and analysis of diverse problems; answers are usually found by reviewing standard technical manuals and administrative procedures and modifying them for unusual situations. Guidance is usually provided on what sources to review and solutions are reviewed before acceptance.	
Communications with Others:	Requires regular contacts to carry out programs and to explain non-specialized matters or occasional contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion. External communication with others is minimal. Requires tact and courtesy.	
Supervision of Others:	Responsible for making recommendations within a department in the areas of compensation, staff selection, disciplinary action, complaints, staff performance appraisal, and similar supervisory duties. Plans, assigns, and evaluates the work of subordinates for effective operation and results of the unit. Nature of work supervised requires training and experience, a thorough knowledge of departmental or divisional activities, and an understanding and appreciation for work conducted in other departments or school/centers of HCC.	
Job-Related Knowledge:	Requires entry-level knowledge of theories and practices of a professional field (e.g., theology, law, education, accounting, etc.). This level of skill is typically reserved for an individual with a four-year degree or with high-level vocational skills demonstrated by a number of years of on-the-position experience (i.e., management). Writes reports using technical data requiring considerable interpretation, developing new methods and procedures. Frequently applies knowledge to practical issues.	
Innovation/Creativity:	Work requires using original and creative thinking to develop new, moderately complex, results. The results generally impact several work groups, a large project or an extended customer base.	
Working Conditions/Physical Effort:	Typically bending, crouching, and stooping. Must be able to lift more than 50 lbs.	