



SERVICE DESK MANAGER

Position Status: Exempt
Reports To: Technology Services Director
Effective Date: 08/17/20
Revised Date:
Job Level: M2

POSITION SUMMARY

Under administrative direction, this position:

1. Manages and leads Information Technology Services (ITS) Service Desk operations, acts as a subject matter expert, and provides guidance on related information technology functions and departmental operations
2. Provides management oversight related to the Service Desk function
3. Manages, supervises, mentors and trains assigned staff
4. Performs other duties as assigned

RESPONSIBILITIES

1. Manages and leads Information Technology Services (ITS) Service Desk operations, acts as a subject matter expert, and provides guidance on related information technology functions and departmental operations, with duties including but not limited to:
 - Managing the day-to-day Service Desk operations to ensure end users and business teams receive the support they require
 - Overseeing the response to and resolution of Service Desk requests and incidents, documenting trends, and implementing continuous improvement initiatives to enhance service levels
 - Ensuring that the Service Desk staff provides timely, consistent and accurate assistance to customers
 - Managing and maintaining compliance with SLAs, KPIs and Service Desk operating procedures
 - Monitoring, analyzing and reporting on Service Desk trends and metrics and developing related responses and action plans
 - Acting as a resource to staff, prioritizing and delegating work, and escalating Service Desk issues to other technical staff, as appropriate
 - Acting as a technical resource in the resolution of complex issues, performing advanced troubleshooting, researching technical materials to identify solutions, and providing hands-on support to end-users when necessary
 - Overseeing and performing the installation, configuration, maintenance and troubleshooting of the range of software used throughout the organization
 - Overseeing and performing new PC setup, deployments, and hardware and software upgrades to existing computer equipment and systems
 - Developing and establishing customer service standards and following up with customers to identify areas of improvement
 - Managing the Service Desk function to ensure efficient and effective service management and incident management
 - Assisting in the management of desktop security solutions, including firewall, anti-virus, and intrusion detection systems, as well as accessibility of the network, servers, and applications
 - Managing processes for communicating outages and emergency situations to the organization

- Assisting in the planning, support, administration and testing of disaster recovery and business continuity planning and processes
 - Managing Service Desk processes and staff to ensure compliance with all regulatory requirements, including the Health Information Portability and Accountability Act (HIPAA)
 - Facilitating process improvements related to the design, use and implementation of Alliance service desk systems
 - Leading ITS projects, including establishing inter-department communications and customer relationship practices, customer demand management, project planning, and project management
 - Working closely with other ITS departments to implement new technology in accordance with change management best practices
 - Leading and collaborating with other departments on cross-functional processes
 - Providing updates to Alliance leadership, making presentations, supporting and training end users, and developing related materials
 - Providing recommendations related to desktop software and systems training topics and knowledge base (KB) content for end user self-help resources
 - Staying informed of current best practices and new developments in the field and ensuring staff does the same
2. Provides management oversight related to the Service Desk function, with duties including but not limited to:
- Conducting complex research and analysis related to information technology and service desk strategies
 - Serving as a liaison between operational departments and technical divisions and providing customer feedback to internal teams
 - Creating, developing and maintaining up-to-date documentation and process and procedural materials
 - Developing, implementing, and ensuring compliance with department policies and procedures
 - Overseeing the preparation and maintenance of records and reports and related documents
 - Monitoring the unit budget and project budgets and assisting the Technology Services Director with budget development, purchasing, and invoice approvals
 - Maintaining and supporting asset management of ITS hardware, software, and equipment
 - Preparing narrative and statistical reports and making presentations
 - Drafting, recommending, and implementing administrative policies and procedures related to ITS Department and service desk operations
 - Attending and participating in internal and external meetings related to Information Technology Services Department activities
 - Providing support to the Technology Services Director and acting for the Director in the Director's absence
3. Manages, supervises, mentors and trains assigned staff, with duties including but not limited to:
- Managing and supervising staff, setting goals and objectives, delegating and assigning work
 - Providing mentoring, coaching, and development and growth opportunities to staff and subordinate supervisors
 - Interviewing and participating in the selection of staff in conjunction with the Technology Services Director
 - Collaborating with the Technology Services Director in developing staff training plans, career

- pathways and routine individual staff performance reviews
- Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
- Overseeing or conducting staff training, including the development and maintenance of training materials, in conjunction with the Training and Development team
- Identifying training gaps and opportunities for improved performance

4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Management Information Systems, Computer Science, Business or a related field and a minimum of six years of increasingly responsible experience performing IT Service Desk/Help Desk hardware and software support and administration, including a minimum of two years of supervisory or project lead experience (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of network, PC, desktop, server, and database technology
- Thorough knowledge of the design, implementation, and management of local area and wide area networks, server, desktop and network administration, and networking devices, such as laptops, Android, Blackberry and iPhones
- Thorough knowledge of the diagnostic utilities used in a multi-platform environment
- Thorough knowledge of applications commonly used in Windows, including Adobe Acrobat, Winzip, GoToMyPC, GoToMeeting, Java, IE, Firefox, FTP and SFTP
- Thorough knowledge of ITIL best practices
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, PowerPoint, and Outlook
- Working knowledge of database design, installation, configuration, implementation and administration
- Working knowledge of the design, implementation and management of telecommunications systems
- Working knowledge of the administration of remote access utilities
- Working knowledge of IT security and applicable data privacy practices and regulations
- Working knowledge of the principles and practices of customer service and customer relationship management in an IT organization
- Working knowledge of research, analysis and reporting methods
- Working knowledge of quality improvement methods
- Working knowledge of the principles and practices of program and project management
- Working knowledge of the basic principles and practices of supervision and training
- Ability to train, mentor, supervise, and evaluate the work of staff and motivate staff to achieve goals and objectives
- Ability to develop work plans and workflows and organize and prioritize staff's work
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct training
- Ability to demonstrate strong teamwork and team building skills

- Ability to facilitate and lead meetings and projects
- Ability to collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify and resolve issues in a timely manner, including troubleshooting and resolving systems operating problems
- Ability to control budget, scope, and schedule of assigned projects
- Ability to manage contracts and vendors, develop requests for proposals, evaluate vendor responses, make recommendations regarding vendor selection, and assist with contract negotiation
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to influence others and build consensus with individuals at all levels in the organization
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to prepare narrative and statistical written reports
- Ability to research and assist with the development and implementation of policies and procedures
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to facilitate interdepartmental communication and disseminate best practices, data usage guidelines, and use of data systems to improve analytic capacity throughout the organization
- Ability to present information, data and results in a clear and understandable manner, utilizing methods appropriate to various forums
- Ability to interpret, apply and explain complex principles, policies, regulations, terms and procedures
- Ability to coordinate multiple stakeholder needs across departments
- Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to adapt to and initiate change

DESIRABLE QUALIFICATIONS

- IT Infrastructure Library (ITIL) certification
- Experience working in a healthcare IT environment
- Experience developing business requirements for software applications
- Working knowledge of the principles and practices of software application project management and software application testing
- Some knowledge of Medi-Cal, managed health care, public assistance or Social Security programs

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift, and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.