

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(INFORMATION SERVICES DIVISION – INFRASTRUCTURE & OPERATIONS - LOCATION – 55 YORK BLVD., 6th FLOOR)

SUPERVISOR, SERVICE DESK

SUMMARY OF DUTIES

Reporting to the Manager, Infrastructure & Operations, the Supervisor, Service Desk provides leadership, direction and supervision to Service Desk staff, and directs and monitors their output and overall performance results. The Supervisor, Service Desk reports service level status and coordinates in problem resolution for problems requiring escalation. This role is responsible for ensuring the timely process through which problems are controlled, escalated, and resolved. This includes problem logging, recognition, research, escalation, resolution, tracking and collection of client feedback.

The Supervisor, Service Desk monitors the quality of service, seeks feedback from business customers at both on site and remote locations, and continually improves problem control, escalation and resolution processes. The Supervisor, Service Desk may be assigned as project lead or member on one or more medium to large, complex projects that require knowledge or insight on multiple business and/or technology areas. The Supervisor also provides coaching to other IS resources.

GENERAL DUTIES

Negotiates / defines customer service levels and service agreements/commitments in collaboration with the Manager, Infrastructure & Operations to manage the Service Desk operation.

Schedules and assigns work to Service Desk staff to maintain required service levels based on priorities and severity.

Provides direction, leadership and day to day management to a contingent of Service Desk staff including daily supervision, scheduling, skills development and disciplinary actions.

Conducts staff performance reviews, regular coaching, mentoring and counselling, skills development and management of overall performance.

Manages the hiring process and conducts interviews, prepares candidate exams and actively participates in selection process.

Defines, develops and revises processes to identify, track, escalate, resolve and report customer problems.

Collaborates with IS Management and business leaders to define standards and measures for quality and customer satisfaction requirements.

Establishes and maintains regular written and in-person communications with the organization's stakeholders, department heads, and end users regarding IS support/service desk activities. Executes the role of IS liaison to all City departments.

Guides the provision of Tier 1 and Tier 2 software and hardware support including provision of technical advice, guidance and informal training to clients using hardware and software programs.

Monitors budgetary accounts in accordance with established corporate policies and procedures. Manages day to day financial commitments of running the section.

Collaboratively develops section goals, work plans and objectives by participating in strategic planning sessions.

Acts on behalf of Manager in his/her absence as required.

Oversees and coordinates activities related to the reviewing, diagnosing and resolving client hardware and software issues and update service desk ticket with the resolution. Resolutions may require machine re-imaging, re-installation of software, virus removal, installation of operating system updates and patches, hardware component replacement (memory, hard drive, network/video/sound cards) and/or end user training.

Performs industry analysis necessary to determine best practices and define / select processes and tools that determine the corporate direction for Information Services for the next 1 – 5 years.

Researches issues through access to vendor knowledge databases to enhance quality of problem resolutions. Initiates and manages contact/communications with hardware, software and peripherals vendors as required to resolve user issues/problems.

Identifies opportunities for corporate and departmental efficiencies and improvement through business process reengineering.

Coordinates activities related to completion of root cause analysis, developments of checklists for typical problems and recommends procedures and controls for problem prevention to IS Management.

Initiates the review and analysis of support tickets to identify possible cause and effect relationships between multiple issues and/or hardware/software configurations. Develops and reports recommendations based on findings.

Oversees the definition and development of City wide PC/Laptop specifications in collaboration with Desktop and Network Analysts PC/Laptop specifications, create images and test.

Defines, maintains and improves processes to identify, track, escalate, resolve and report customer problems.

Collaborates in developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults in collaboration with the Supervisor, Network Services and Network Analysts.

May be assigned to an initiative or project requiring the individual to take direction from other IS Unit Manager and/or Project Manager.

May be required to answer calls / emails at the Service Desk.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.

Ensures the City's compliance with Accessibility for Ontarians with Disabilities Act (AODA) when purchasing and deploying desktop computing equipment (Computers, monitors, mice, keyboards, etc.)

Ensures the City's compliance and fulfilment of Municipal Freedom of Information and Privacy Act (MFIPPA) requests for access to information held on public record as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, Computer Technology or related discipline or an equivalent combination of education and relevant business experience.

2. Five to seven years experience in an IT call centre, service desk environment with two to four years of direct supervisory experience.
3. Class G Driver's Licence required.
4. Experience managing team(s) responsible for client support, desktop support, customer service and/or production support in multi-platform environments.
5. Knowledge across multiple technical areas and business segments relevant to the City's desktop hardware and software architecture.
6. Experience managing line staff, including administration of performance appraisals.
7. Experience extracting information, identifying and troubleshooting problems.
8. Experience supporting and troubleshooting basic client hardware and software products including operating systems, hardware components and peripherals, business software, email applications, internet and utility software.
9. Strong technical knowledge of PC operating systems such as Windows XP.
10. Experience maintaining client relationships and delivering to established service levels.
11. Knowledge and experience navigation vendor knowledge bases including Microsoft and Oracle.
12. Knowledge of the City's business divisions and technology.
13. Working knowledge of networking systems (DNS, WINS, Active Directory).
14. Working knowledge of email technologies such as Microsoft Outlook.
15. Knowledge of project management fundamentals.
16. Knowledge of fundamental ITIL standards.
17. Proven analytical and problem-solving abilities.
18. Strong leadership skills.
19. Ability to make sound and logical judgments.
20. Demonstrated leadership and personnel/project management skills.
21. Strong interpersonal, written, and oral communication skills

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
