

PINELLAS COUNTY SCHOOL BOARD  
FLORIDA

PCSB: 7367  
Pay Grade: C03

FLSA: Exempt

**SUPERVISOR, HELP DESK**

**MAJOR FUNCTION:**

Performs advanced technical and supervisory functions supporting the reporting, resolution, and tracking of problems and changes in the operation, maintenance and installation of information processing equipment, network security and applications software in the district. Responsible for day-to-day operations of the Help Desk and lead direction of technicians to assist with routine to complex problem resolution. Work requires a high degree of user contact, verbal, written and technical skills, problem solving abilities and use of independent judgment.

**DUTIES AND RESPONSIBILITIES:**

- Supervises the overall operation of the User Support Help Desk.
- Supervises, evaluates, trains and delegates work to assigned staff.
- Ensures the efficient and effective use of Help Desk problem tracking software by the Help Desk staff.
- Implements standards and controls to ensure processing within established service response times and optimum user satisfaction.
- Consults and assists in the installation and implementation of information processing systems, equipment analysis and recommended modifications.
- Develops and provides on-the-job-training of applications software to District personnel as required.
- Reviews data processing procedures and recommends potential methods for improvement.
- Assists school-based technicians with procedures, applications and/or equipment to solve onsite problems.
- Prepares and analyzes statistical reports regarding activities of the Help Desk.
- Develops documentation and correspondence for the use of applications software as required.
- Generates schedules and progress reports for assigned area.
- Recommends job improvement methods.
- Maintains knowledge of latest technology developments and seeks additional training when possible.
- Coordinates and assists in the installation and implementation of information processing systems, analyzes equipment and recommends modifications.
- Assists operators of information processing systems in solving problems with procedures, applications or equipment.
- Performs related duties as required.

**MINIMUM QUALIFICATIONS:**

Graduation from an accredited junior or technical college with an Associates degree in Data Processing, Computer Science or related field, plus five (5) years progressively responsible computer support experience in a large computer system environment.

ISSUED: 2/89 MW; BOARD APPROVED: 3/8/89; REVISED: 8/91 (D & R ONLY); MQ'S REVISED: 2/93 PBL; BOARD APPROVED: 2/24/93; REVISED WC: 6/04 LM; REVISED TITLE, MF, D&R, MQ's: 9/07 AK; BOARD APPROVED: 9/25/07, REVISED MQ's, PAY GRADE LMCK, BOARD APPROVED: 5/13/08

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification and they are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

**SUPERVISOR, HELP DESK**

<b><u>WORKING CONDITIONS &amp; PHYSICAL EFFORT:</u></b>	Seldom Or Never	Monthl y	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds		X			
2. Lift objects weighing 21 to 50 pounds		X			
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds		X			
6. Carry objects weighing 21 to 50 pounds		X			
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time	X				
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending			X		
13. Ability to reach and grasp objects					X
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors					X
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects	X				
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts				X	
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Supervisor, Help Desk – PTS