



Job Specification

Job Title: Help Desk Assistant Manager
BCAT Code: 316D AG
Pay Grade: G18

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Assists the Help Desk Manager in identification, prioritization, and resolution functions of reported PC problems, while supervising staff (PC Systems Specialists and Help Desk Specialists).

Examples of Duties

- Assists in analyzing and projecting technology resource requirements.
- Assists in monitoring and tracking routine and complex PC problems and resolutions.
- Dispatches ticket to assigned technicians or specialists.
- Assists in supervising the activities of PC Specialists and technicians.
- Coordinates with various departments in implementing technology policies, procedures, and standards.
- Assists in maintaining and improving the integrity of the help desk software.
- Maintains and improves the integrity and reliability of the customer service function.
- Serves as subject-matter-expert on all reported problems.
- Trains staff.
- Performs other complex Help Desk technical and management duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of complex technologies & equipment, materials, and various types of information systems (hardware and software), and integrated systems and event driven programs.
- Ability to multi-task, train staff, supervise, and use independent judgment.
- Knowledge of Windows 2000 & XP, Banner, Spectrum, and an understanding of client/server computing, some programming languages (C, C++, Visual Basic, Pearle, Java, CGI, relational databases (Oracle), middleware, LANs, etc).
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication with external and internal customers.

Minimum GSU Hiring Standards

Bachelor's degree and three years of related experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.