



## **Job Specification**

**Job Title: Help Desk Manager**  
**BCAT Code: 463X AC**  
**Pay Grade: G20**

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

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### **General Description**

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

### **Examples of Duties**

- Analyzes and projects technology resource requirements.
- Monitors and tracks routine and complex PC problems and resolutions.
- Oversees the dispatching of tickets to assigned technicians or specialists.
- Supervises the activities of PC Specialists and technicians.
- Coordinates with various departments in implementing technology policies, procedures, and standards.
- Plans, maintains, and improves the integrity of the help desk software.
- Plans, maintains, and improves the integrity and reliability of the customer service function.
- Serves as subject-matter-expert on all reported problems.
- Trains and supervises staff.
- Performs other complex Help Desk technical and management duties as assigned.

### **Knowledge, Skills, and Abilities**

- Knowledge of complex technologies & equipment, 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 four 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.*