

FRANKLIN COUNTY DATA CENTER  
Job Posting: **Desktop Support Manager**

**ANNUAL SALARY RANGE: \$55,047- \$71,562 \*\*Excellent Benefits Package**

**SUMMARY**

The Desktop Support Manager supervises and oversees the activities of the Desktop Support team. The Desktop Support team receives all service requests for the Franklin County Data Center and is responsible for triaging, diagnosing, trouble shooting, installing and providing ticket resolution. The Desktop Support Manager will be required to be a hands-on technical point of escalation. Must successfully complete 180-day probationary period.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Provide overall leadership and direction to the service desk teams. Ensure that team members are developing by providing adequate training and guidance.
- Establish customer service processes, best practices and performance measures for the team.
- Obtain a thorough understanding of customers' business practices, processes, and standard operating procedures (SOPs). Responsible for ensuring up-to-date policies, procedures and SOPs.
- Build and manage customer relationships. Meet with users to determine quality of service and identify needs.
- Adjust hours of work, priorities, and staff assignments to ensure efficient operation, based on work load.
- Support the desktop support team's daily tasks; assisting as needed to meet customer's daily needs.
- Provide resolution assistance for non-routine or complex software, hardware, and procedure problems.
- Coordinate installation of hardware and software, and implementation of procedure changes.
- Review daily logs and report recurring system errors and performance issues. Makes necessary adjustments to improve efficiency.
- Create tools to measure the efficiency of both individual and team performance results. Utilize the results to motivate performance.
- Create long-term strategies for growth and maintenance of the service desk teams and makes budgetary recommendations to upper management.

- Oversee and coordinate monthly salvage removal of partner agencies.
- Support Data Center responsibilities with project delivery.
- Review and provide recommendation for new and mobile technology adoption.
- Perform other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

Supervises Desktop Support team members including providing leadership for daily operations, overseeing performance management activities, and administering progressive discipline.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Advanced customer service skill set/ability to meet with users directly, solve their issues, and leave the user with a very positive experience.
- Ability to multi-task, handle multiple high-priorities; balance priorities
- Experience supervising a desktop support environment.
- Strong background support endpoint computing environment.
- Strong aptitude to quickly learn and retain technical skills and institutional knowledge.
- Ability to successfully manage many simultaneous work items of changing priority.
- Strong ownership, accountability, and attention to detail in all work efforts.
- Strong interpersonal, communication, and problem solving skills.
- Ability and desire to capture and maintain accurate technical documentation and knowledge management content.
- Desire to identify and drive resolution of systemic technical issues.
- Experience with the ServiceNow platform is strongly desired.
- Process oriented and strong working knowledge of ITIL process.
- Excellent written and verbal communication skills.
- Strong troubleshooting skills and attention to detail.
- Strong organizational and time management skills.
- Self-motivated and reliable.
- Must be able to work effectively independently, or as a member of a team.

## **EDUCATION and/or EXPERIENCE**

- Bachelor's degree from four-year college or university with courses in computer science
- Minimum 5 years of desktop support related experience
- Two years' experience in management and supervision is strongly preferred

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

CompTIA A+, Microsoft Certified Technical Specialist (MCTS)

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet.

#### **Data Center Benefits Summary:**

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement,  
Sick and Vacation Accrual, Tuition Reimbursement  
Send resume, references, and salary requirements to:**

**FRANKLIN COUNTY DATA CENTER  
Attn: Jessica Wilkins-Bibbs, Director, Human Resources  
373 S. High St. 9th Floor Columbus, OH 43215-4599  
fcdcjobs@franklincountyohio.gov  
EOE No Fees**