

JOB DESCRIPTION

Position	Coordinator - Service Desk
Portfolio	Communication, Information & Technology
Reports To	Supervisor of Communication, Information & Technology
Location	Education Centre, RM of Sherwood
Salary Range	Technical Analyst Grid +15%, Conditions of Employment

JOB PURPOSE
The Service Desk Coordinator is responsible for managing the delivery of Tier 1 and 2 technology support to ensure that service support levels are being achieved and service desk workflow is maintained. This position also plays an important role in developing service desk processes and procedures to improve client service and satisfaction in meeting the business needs of the organization.
PRIMARY RESPONSIBILITIES
<ul style="list-style-type: none"> • Oversee service desk requests (incidents, problems and work orders) and coordinate urgent or complicated support issues (escalation) to meet service response targets. • Oversee and approve service desk knowledge base articles and retire articles as necessary to ensure up to date and accessible information for clients. • Maintain hardware and software inventory, including licensing and warranty information and parts ordering to ensure equipment is available when needed. • Train and mentor Tier 1 and 2 technical staff and organize Technical Analyst school responsibilities to provide equitable service levels to schools. • Manage service desk communications to the Division and maintain vendor relationships. • Create and provide reports on service desk statistics and define metrics and benchmarks. • Develop end user capacity to utilize existing technology to its fullest capacity. • Responsibilities may be reviewed and assigned from time to time by the direct supervisor.
Security-Related Responsibilities
<ul style="list-style-type: none"> • Issue, correct, reset and disable computer accounts and privileges as required. • Perform user account audit reviews to ensure appropriate levels of access. • Diagnose authorization issues. • Service Desk ticket escalation and ticket routing. • Immediate escalation to Manager of Infrastructure any possible data or system breach or virus outbreak.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of computer hardware, software and networking in a Microsoft environment
- Demonstrated experience with service desk management and ITIL methodologies
- Demonstrated experience with service desk software administration and Crystal reports
- Experience with service desk environments in a senior role

COMPETENCIES

- Quality Orientation – Completes tasks keeping in mind all aspects involved regardless of magnitude, checking tasks and processes while having attention to detail.
- Time Management and Organization – Maximizes time in order to accomplish as many tasks as possible in a timely manner keeping in mind prioritizing tasks as needed. Setting out goals and objectives as well as the work plans required to complete them.
- Problem Solving/Creative Thinking – Resolves difficult and complicated challenges using new and innovative ideas. Develops creative approaches and seeks opportunities to improve processes that affect the workplace. Analyzes options and decisions based on long-term outcomes.
- Service Orientation – Gives superior service to both internal and external clients by displaying professional and respectful behaviours in all interactions. Demonstrates commitment to clients by providing timely and proactive service.
- Teamwork – Shares knowledge and experience with team members and others and solicits input and feedback from others to help the team problem solve and solution build. Respects contributions from all team members, demonstrating cooperation, and supports team decisions.
- Communication – Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is delivered and understood, creating a positive first impression with confidence and respect.
- Confidentiality – Prairie Valley School Division employees are expected to respect the confidential nature of their positions and shall keep confidential any and all information they acquire during the course of their employment that would be reasonably considered to be personal or confidential.

QUALIFICATIONS

- Bachelor Degree or Diploma in a technology related discipline and/or related certifications
- 5-8 years of demonstrated technical expertise
- Minimum 2 years in a service desk team lead role is an asset
- ITIL certification preferred

WORKING CONDITIONS

- 40 hours per week, 12 months per year
- Conditions of Employment
- Some travel maybe required
- Physical lifting of computer and network equipment up to 40 lb.
- Shared office environment

DIRECT REPORTS

- N/A

Approved by:

Supervisor Name: Ashton Calder

Supervisor Title: Supervisor of Communication, Information & Technology

Signature: 

Date: May 19, 2017

Deputy Director Reviewed 

Last Updated: May 2017

