

Title: Help Desk Manager	Effective Date: June 25, 2016	Grade: XVIII	Job Category: Professional
Prior Title: Automation Engineer V, Staff Automation Engineer	Prior Effective Date: May 20, 2011	Grade: XVIII	Page: 1 of 1

CHARACTERISTICS OF WORK

The Help Desk Manager operates under the supervision of the Computer Services Division Head. This position is accountable for the administration of computer systems and the operation of those systems in a dependable and secure manner. This responsibility includes planning, installing, configuring, maintaining, troubleshooting and optimizing new and existing computer hardware and software. The Help Desk Manager also supervises the work of a team of computer specialists to resolve end user hardware and software problems in a timely manner so that end users can accomplish business tasks. This manager consults with help desk staff on matters related to performance evaluations, promotions, and hiring, training, and disciplinary activities.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Provide timely technical assistance and support for incoming queries and issues related to computer systems, hardware, or software, and follow-up with end users to ensure issues have been resolved.
- Assist in implementing and formulating policies and procedures for receiving, identifying, documenting, distributing, and resolving help desk incidents.
- Maintain a central source of information enabling help desk staff and support technicians to recover from outages with minimal disruption to expected service levels.
- Maintain daily performance of computer systems, and install, modify and repair hardware and software.
- In emergencies, escalate the procedures for problem resolution and coordinate recovery efforts.
- Implement new or upgraded software and hardware installations.
- Run diagnostic programs to resolve problems, isolate problem trends, and ensure that troubleshooting efforts are completed for recurring problems.
- Implement automated standards and specifications to assure the production of proper engineering designs.
- Keep informed of new automation technologies and potential uses.
- Prepare and provide hardware and software recommendations, special analyses, and standard report information.
- Schedule staff to ensure help desk coverage during normal business hours.

MINIMUM REQUIREMENTS

The educational equivalent of a bachelor's degree from an accredited college or university in computer science, management information systems, or a related field plus a minimum of ten years of experience in computer support and systems automation, OR the educational equivalent to a diploma from an accredited high school plus fourteen years of experience in computer support and systems automation. Ability to interpret and apply Department policies and procedures. Knowledge of current programming methods, concepts and standards. Ability to perform or direct the development or modification of complex computer programs and systems. Supervisory and administrative experience. Well-developed sense of urgency and follow through.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

