CLASS TITLE: HELP DESK MANAGER

CHARACTERISTICS OF THE CLASS

Under direction, manages a department's help desk operations, directing staff providing technical support and assistance to personal computer (PC) and PC network users, and performs related duties as required

ESSENTIAL DUTIES

- Schedules and makes assignments, ensuring operations are properly staffed and service requests are prioritized over multiple shifts

- Ensures IT operations are properly running and IT service requests are executed accordingly

- Establishes operating procedures and monitors work performance of staff

- Coordinates the installation and configuration of personal computers for systems upgrades or office relocations

- Directs the training of technical support staff

- Monitors critical system failures and serves as a liaison with technical support staff and vendors responsible for maintenance

- Participates in the research of new computer hardware and software products and makes recommendations for their purchase

- Prepares management reports on the section's work activities and operations, including work request SLA's, work load status, and operations assessment

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Eight (8) years of technical support work experience, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college with an Associate's degree in Computer Sciences, Information Technology/Systems, or a directly related field, plus six (6) years of technical support experience, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences, Information Technology/Systems, or a directly related field, plus four (4) years of technical support experience, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college or university with a Master's degree or higher in Computer Sciences, Information Technology/Systems, or a directly related field, plus three (3) years of technical support experience, of which two (2) years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Availability to work on an on-call basis is required

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, scanner)
- Client/server computer
- Local area/wide area communications network

PHYSICAL REQUIREMENTS

- Ability to operate personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *operation and installation of hardware and peripheral equipment
- *multiple computer software packages and their applications
- *methods, practices, and procedures for analyzing and resolving computer-related problems
- *commercial computer systems applications and their capabilities
- *network and network operating systems

Considerable knowledge of:

- manage computer imaging and software deployment systems
- computer systems management
- distributed and centralized computer and computer operating systems
- IT systems development practices, standards, and procedures
- data security policies and processes
- space management, file back up, and restoration/disaster recovery techniques
- methods and principles governing the installation, maintenance, and repair of communication networks
- operation and administration of servers and local and wide area network infrastructures and teleprocessing equipment
- principles and methods of data communications systems administration

Moderate knowledge of:

- *management and supervisory methods, practices, and procedures
- applicable federal, state, and local laws, regulations, and guidelines
- Web design principles and technologies

Knowledge of applicable City and department policies, procedures, rules, regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE ENGAGEMENT - Give full attention to what other people are communicating, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance
- TROUBLESHOOTING – Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
January, 2018; April, 2025