

**MANAGER, HELP DESK**

**POSITION DESCRIPTION**

The Manager, Help Desk is responsible for the strategic oversight and daily operational management of the District's Information Technology Service Desk and desktop support units. This is a hands-on leadership role requiring independent judgment to supervise staff, coordinate front-line technical responses, and ensure seamless delivery of high-quality support services to faculty, and staff.

The incumbent is instrumental in the formulation and implementation for Standard Operating Procedures (SOPs) the administration of the IT Service Management (ITSM) platform, and the unitization of performance data to drive continuous improvement and meet institutional Service Level Agreements (SLAs).

**SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Director of User Support and Media Services or designee. The incumbent is expected to work independently, exercising professional judgment and initiative to achieve departmental goals. Exercises direct supervision over assigned technical, clerical, and support personnel.

**REPRESENTATIVE DUTIES/ESSENTIAL FUNCTIONS**

*The duties listed are intended to provide examples of the types of work performed and are not intended to be an exhaustive list of all responsibilities. The District reserves the right to modify or assign additional duties consistent with the classification.*

*The following duties are representative of the essential functions of this position:*

1. Plan, organize, and supervise the daily activities of the IT Service Desk and desktop support teams; coordinate technician schedules and ticket workflows to ensure optimal coverage and adherence to Service Level Agreements (SLAs). Serve as the primary escalation point for complex technical or procedural incidents, exercising independent judgment to ensure swift resolution of high-priority campus issues.
2. Manage and configure the District's IT Service Management (ITSM) platform; design automated workflows, ticket taxonomies, and business rules to drive efficiency. Track and synthesize Key Performance Indicators (KPIs) into executive reports to identify service trends, mitigate recurring issues, and inform departmental decision-making.
3. Provide direct supervision, coaching, and professional development to assigned staff and student workers; conduct formal performance evaluations and recommend disciplinary actions in accordance with District policies and collective bargaining agreements.
4. Develop and implement training programs to ensure a culture of professional, empathetic, and effective customer service across all user interactions.
5. Oversee the development and maintenance of a comprehensive technical knowledge base; ensure technical solutions are documented with clarity and consistently. Promote and expand self-service resources by the campus community.
6. Collaborate with asset specialist to ensure the accurate tracking and inventory of District IT assets, including hardware, peripheral equipment, and software licenses; coordinate the secure disposal or "e-waste" processing of obsolete equipment in compliance with state and local regulations.
7. Coordinate the operational lifecycle of endpoint devices, including provisioning, imaging, software installation, and hardware refreshes; ensure all endpoint activities align with District

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technical standards and security protocols in collaboration with the other IT teams.

8. Lead or participate in specialized IT project teams that impact on end-user support services; provide technical insight for the implementation of new campus-wide software or hardware solutions.
9. Participate in campus-wide committees or task forces as assigned; maintain current knowledge of emerging trends in educational technology and support services.
10. Perform other related duties and responsibilities as assigned.

### **EDUCATION AND EXPERIENCE**

Any combination of education and experience:

- A Bachelor's degree from an accredited institution in Information Technology, Business, or a related field; AND
- Five (5) years of progressively responsible experience in a technical support environment, with at least two (2) years in a supervisory, lead, or managerial role.

**OR**

- An Associate's degree from an accredited institution in Information Technology, Business, or a related field; AND
- Seven (7) years of progressively responsible experience in a technical support environment, with at least two (2) years in a supervisory, lead, or managerial role.

### **KNOWLEDGE AND ABILITIES**

**Knowledge of:**

- Principles and practices of supervision, training and performance evaluation within a technical environment.
- IT Service Management (ITSM) and IT Infrastructure Library (ITIL) principles, with a focus on incident, problem, and request management.
- Best practices for managing multi-tiered technical support operations and establishing Service Level Agreements (SLAs).
- Principles of statistical reporting, Key Performance Indicators (KPIs), and the methodology of data-driven decision-making.
- Modern endpoint operating systems (Windows, macOS, iOS), Microsoft 365, and specialized educational systems (SIS/LMS).
- Advanced tools for remote support, automated software deployment, system imaging, and asset lifecycle management.
- Customer service best practices and techniques for engaging with diverse populations, including students, faculty, staff, and community partners.

**Ability to:**

- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.
- Demonstrate working experience with an enterprise-level ITSM/ticketing system.

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- Manage the daily operations of a high-volume service desk while prioritizing and managing multiple complex tasks in a fast-paced environment.
- Supervise, coach, and motivate a team of technical professionals and student workers; foster a collaborative, customer-focused team culture.
- Analyze and synthesize support metrics to identify trends, mitigate recurring technical issues, and improve overall team performance.
- Act as a credible technical and procedural escalation point, utilizing a strong background in endpoint management to resolve the most complex incidents.
- Communicate effectively and professionally, both verbally and in writing, with users, technicians and District leadership and stakeholders, especially during stressful situations; de-escalate difficult customer interactions with empathy and tact.
- Maintain regular, reliable, and punctual attendance consistent with District standards and operational needs.
- Create and maintain standardized technical documentation, Standard Operating Procedures (SOPs), and knowledge base resources for the campus community.
- Monitor budgets and support fiscally responsible decision-making.
- Build and maintain respectful, collaborative relationships with individuals from diverse backgrounds.
- Identify issues proactively and implement practical, timely solutions with sound judgment and minimal supervision.
- Apply policies and procedures consistently and fairly.
- Provide a high level of customer service while maintaining professionalism and responsiveness.
- Work a flexible schedule, including evenings, weekends, and holidays, as needed.

### **WORKING CONDITIONS**

**Environment:** District office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; requires some evening and weekend responsibility; occasional travel to other locations to attend meetings or conduct work. The ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift (up to 20 pounds), carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other control device, dexterity of hands and fingers to operate keyboard, ability to communicate and provide information to others.

### **EMPLOYMENT STATUS**

Classified Supervisor

Leadership Salary Schedule: Range 7

Personnel Management Committee Review: June 4, 2026

Board Approved: June 25, 2026

Archived Network Manager Job Description: June 25, 2026