

# User Support Services Help Desk Supervisor

## Position Details

Class Code: 1497

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 60 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general direction, supervises Help Desk technical support operations provided to Clark County School District schools and central offices; oversees all aspects of Help Desk support, including communication of technical information/outages to end-users, facilitation of customer service improvements, and the technical support skills, efficiency, productivity, and accuracy of Help Desk team members.

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## Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Supervises, schedules, trains, and evaluates staff; maintains Help Desk employee schedule and monitors attendance to ensure sufficient coverage.
2. Regularly monitors/evaluates Help Desk staff members to observe staff demeanor, technical accuracy, metrics, and adherence to CCSD policies.
3. Runs telecom system reports related to Help Desk call center performance and historical call volume; forecasts weekly call volume and projects major issues; plans and prepares performance improvement recommendations.
4. Monitors, enforces, and ensures high-security levels for users and CCSD information systems.

5. Maintains knowledge of Help Desk supported systems and computer support processes, including the Help Desk ticketing system, student information system (SIS), business systems, and end-user computing device technologies.
  6. Ensures knowledgeable and professional staff interactions with internal/external customers; establishes and administers customer service procedures.
  7. Resolves escalated issues, answers questions, and motivates/encourages staff through positive communication and feedback.
  8. Develops and reviews staff/end-user training materials alongside CCSD trainers; provides training and professional development opportunities for Help Desk staff.
  9. Collaborates with administration and management to review and revise Help Desk policies/processes; disseminates policy/process changes to team members, ensuring understanding and compliance.
  10. Promotes knowledge sharing through the organization's operational business processes/systems by creating and editing knowledgebase documents, strengthening links between knowledge sharing and information systems, and improving system integration to facilitate seamless information exchange across systems.
  11. Acts as primary technical liaison between Help Desk and other departments.
  12. Meets with vendors to evaluate hardware and software products as assigned by administration.
  13. Monitors the work of contractors engaged to do Help Desk-related work; coordinates contractor billing.
  14. Establishes and administers quality control procedures/standards.
  15. Ensures all work tasks are performed in compliance with applicable codes, standards, and regulatory requirements.
  16. Conforms to safety standards, as prescribed.
  17. Performs related duties, as assigned.
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## **Distinguishing Characteristics**

Involves supervising, supporting, and performing various functions of User Support Services with respect to end-user technical support; supervises assigned staff.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of business English, spelling, and basic math.

2. Thorough knowledge of all functions relevant to Help Desk operations and enterprise computer network administration.
  3. Considerable knowledge of the operating characteristics, capabilities, and limitations of personal computer and microcomputer equipment.
  4. Considerable knowledge of computer software, including the characteristics and operations of networking, spreadsheets, word processing, graphics, databases, e-mail, and business systems.
  5. Thorough knowledge of basic CCSD/departmental policies, practices, and procedures.
  6. Ability to understand and follow written/verbal instructions.
  7. Ability to effectively manage a team of entry-level and experienced technical staff performing Help Desk support.
  8. Excellent interpersonal skills; ability to develop and maintain a team atmosphere.
  9. Ability to establish and maintain effective working relationships with subordinates, supervisors, and representatives of other departments.
  10. Excellent customer service, decision-making, problem prevention, and problem solving skills.
  11. Ability to plan, assign, and review the work of skilled technicians in a manner conducive to high morale and performance.
  12. Ability to effectively communicate technical issues in writing, by phone, or in-person.
  13. Ability to maintain and ensure integrity/confidentiality of information.
  14. Ability to maintain organized and accurate records, control inventories, and prepare reports.
  15. Ability to recognize and report hazards and apply safe work methods.
  16. Ability to work flexible hours as necessary for the efficient operation of the department.
  17. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent (General Education Development
2. (GED), foreign equivalency, etc.).
3. Eight (8) years' progressively responsible work experience providing enterprise level technical support for desktop computing systems and associated vendor-supplied operation systems, enterprise applications, hardware/peripherals, and

related systems affecting large user populations, with two (2) of those years serving as a team lead or technical lead for a large (5,000+ user) help desk operation; or

4. Associate's degree (or two (2) years of college) in an Information Technology (IT)-related field such as Management Information Systems (MIS), Computer Science, Information Services; plus, six (6) years' progressively responsible work experience as described above; or
5. Bachelor's degree in an Information Technology (IT)-related field; plus, four (4) years' progressively responsible work experience as described above.

## **Licenses and Certifications**

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

## **Preferred Qualifications**

1. Experience supervising teams performing related work.
2. Certification in customer service, such as Institute of Customer Service (ICS) certification.
3. Industry certification in client computing technologies, such as Microsoft Certified Systems Engineer (MCSE), Computing Technology Industry Association (CompTIA) A+, Help Desk, Information Technology Infrastructure Library (ITIL), etc.

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## **Document(s) Required at Time of Application**

1. High school transcripts or other equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college, university, or trade school, if applicable.
3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.

5. Safe driving record.
  6. Specific documented evidence of training and experience to satisfy qualifications.
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## Examples of Assigned Work Areas

CCSD Central Information Services Department - travel to/from schools and other CCSD office settings.

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## Work Environment

### Strength

Medium/heavy - exert force of 50-100 lbs., occasionally; 25-50 lbs., frequently; 10-25 lbs., constantly.

### Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal (VDT) screens, or other monitoring devices.

### Environmental Conditions

Varies from a climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

### Hazards

Exposure to electric shock hazards. Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

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## Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, modems, scanners, copiers, telephones, fax machines, etc.

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## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 05/09/24
- Created: 12/04/15