

**COMPTON COMMUNITY COLLEGE DISTRICT
EL CAMINO COLLEGE - COMPTON COLLEGE**



HELPDESK SUPERVISOR

**FLSA: NON-EXEMPT
RANGE 33**

POSITION DESCRIPTION:

Under the direction of the Director of Information Technology Systems, the employee receives assignments and is expected to carry them through to completion with substantial independence.

ESSENTIAL DUTIES/FUNCTIONS:

- Direct the technicians and specialists responsible for personal computer installation, and repairs. Support and oversee the daily operations of the Help Desk Unit.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for technology systems related to the area of assignment; implement policies and procedures.
- Plan, prioritize, assign, supervise and review the work of staff involved in technology systems related to the area of assignment.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Act as liaison between the college administration and staff to collaborate on district-wide technology solutions related to the area of assignment.
- Oversee, manage and implement technology projects related to the field of assignment; assign project related activities to staff; manage timelines and budgets.
- Answer questions and provide information to students, staff, administrators and others; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Build and maintain positive working relationships with co-workers, other district employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication. Supervise, train and evaluate assigned staff.
- Perform other related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Principles and practices of information technology related to area of assignment.
- Equipment, tools and materials used in information technology.
- Principles and practices of supervision, training and performance evaluations.
- Principles and practices of budget monitoring.
- Principles and practices of safety management.

ABILITY TO:

- Demonstrate interpersonal and communication skills in working with users to interpret and provide appropriate solutions.
- Establish departmental priorities, policies, and procedures.
- Maintain materials, budgets, inventory and technical references.
- Develop and maintain cooperative working relationships with others.
- Develop plans and budget for support services responsibilities.
- Plan, organize and direct the work of others.
- Communicate effectively, orally and in writing to assimilate and understand information in a manner consistent with the essential job functions.
- Make sound decisions in a manner consistent with the essential job functions.
- Lift and carry up to 25 pounds.
- Withstand considerable pressure and follow an activity, project, or plan of action from inception through implementation
- Prioritize workload.
- Analyze technical problems and do abstract problem solving.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

- Bachelor's degree or equivalent from an accredited college or university
- At least three years of supervisory and five years of relevant hands-on experience, preferably within a college or other government organization.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.