

	Prior 7/1/2004	After 7/1/2004
Class Code:	N/A	9506
Title:	N/A	Help Desk Manager
Pay Grade:	N/A	N/A
Pay Band:	N/A	Professional
FLSA:	N/A	Exempt

UNIVERSITY OF WEST FLORIDA POSITION SPECIFICATION

Title: Help Desk Manager

Job Summary:

This is work managing and operating the ITS Help Desk at UWF.

Example description of duties (not all inclusive):

Supervises and manages the day-to-day operations and staff of a 24/7 information technology support help desk.

Provides for the continuous development and enhancement of troubleshooting tools and techniques for use at the help desk.

Analyzes internal processes and plants to facilitate and promote the continuous improvements of help desk operations, services, and increased productivity.

Identifies, reviews, develops, and implements help desk telephone and on-site support policies, procedures, and standards.

Specific job functions, position qualifications, knowledge, skills and abilities are listed on each position's job questionnaire.

Minimum Qualification Requirements:

Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.