

**Job Title**

Systems Operations &amp; Service Desk Supervisor

**Short Description**

The Systems Operations & Service Desk Supervisor is responsible for the Service Desk team overall operations including ITSM (IT Service Management) software including trend analysis and reporting. Establishes policies, procedures, guidelines and ensures processes are followed. Provides leadership, coaching, and support to designated department staff. Oversee and assist with incoming requests from end users via telephone, email, chat platform, and Service Desk software. Assists with Systems Support Specialist tasks and on-call responsibilities.

**Full Description**

Major Duties and Responsibilities:

Provides leadership, coaching, and support to the Systems Support Specialist and Technology generalist.

Configures software to ensure automation and routing workflows support timely resolution including: receipt, prioritization documentation, and distribution. Responsible for establishment of Service Desk policies procedures, and guidelines. Make suggested technology changes to Service Desk processes/workflow based on call analysis, resolution, and recurrence.

Oversee and assist with incoming requests from end users via telephone, e-mail and Service Desk software while ensuring courteous, timely and effective resolution with all requests. Assist with achieving defined service levels for service desk tickets and telephone support.

Responsible for tracking purchasing, productivity tools annual renewals, and software/hardware inventory. Taking part in annual budget preparation.

Manage system patching and manage desktop system images and BC/DR images..

Responsible for creating, analyzing, and distributing, ongoing Service Desk reports for management.

Ensures daily department operations are coordinated in a manner that meets department objectives. This includes staff schedules, completion of daily operations, nightly processing and maintenance events.

Must comply with applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

Knowledge, Skills, and Abilities:

EXPERIENCE

Three years to five years of similar or related experience, including preparatory experience.

## EDUCATION/CERTIFICATIONS/LICENSES

A two-year college degree or completion of a specialized course of study at a business or trade school equivalent to approximately 64 credit hours.

## INTERPERSONAL SKILLS

Courtesy and tact are essential elements of the job. Work involves personal contact with customers and others inside and outside the organization, generally regarding fairly routine matters for the purposes of giving and obtaining information or instructions, updating or referring. Communications require shorter and not in-depth discussions most of the time.

## OTHER SKILLS

Ability to learn and understand the basic computer concepts in order to operate various computer equipment. Ability to work autonomously, often being the only person on a shift, and to complete work in a timely manner. Strong customer service orientation.

## ADA Requirements

## PHYSICAL REQUIREMENTS

Ability to stand, sit, bend or move in order to perform all job functions with limited physical exertion and occasional lifting of up to 50 lbs and up to 40 lbs daily in order to perform job print functions. This includes standing on a hard surface for the majority of an eight (8) hour shift. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of travel by automobile (as driver and passenger), commercial airlines, rental vehicles and public transportation and be able to lodge in public facilities. Must be capable of regular, reliable and timely attendance

Community First Credit Union is an Equal Opportunity Employer.

### **Education**

A two-year college degree or completion of a specialized course of study at a business or trade school equivalent to approximately 64 credit hours.

### **Additional Comments**

### **Credit Union**

Community First Credit Union

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