

As a Service Desk Supervisor, you will ensure Airports Authority employees get technical assistance and support with their IT, applications, and telecommunication needs.

JOB DESCRIPTION

- Service Desk Supervisor
- Works under the general supervision of the Service Delivery Manager.
- Serves in the Program Support Department of the Office of Technology. Position is located at Washington Dulles International Airport (IAD).

Supervises a team of Service Desk Specialists in the resolution of service calls. Works to ensure subordinate staff practices Total Contact Ownership (TCO) in conjunction with Deskside and Desktop Engineers, creating an environment for a high degree of customer satisfaction. Performs related functions.

GENERAL RESPONSIBILITIES

- Supervises the day-to-day activities of the Service Desk staff responding to service requests and problem solving at the Tier 1 level. Ensures first contact resolution is provided at the Tier 1 level when possible and handles escalated Tier 1 issues from staff, as appropriate.
- May work with staff in the diagnosis of customer problems remotely utilizing using remote support tools (e.g., SCCM, Bomgar, and LANDesk) and ensures all customer calls are properly recorded, resolved, and/or escalated to the appropriate IT service members.
- Monitors the IT Service Desk ticketing system and Tier 1 queue including telephone solutions. Identifies issues that negatively impact the Service Desk/service delivery and works with staff to minimize that impact.
- Ensures the staff meets or exceeds quality standards and practices Total Contact Ownership.
- Ensures the Service Desk adheres to established service level agreements (SLAs), International Organization for Standardization (ISO), and Information Technology Infrastructure Library (ITIL) IT Service Management processes and procedures. Participates in the development of SLAs and ongoing management of service level compliance.
- Ensures quality standards for all tickets are met or exceeded regarding accuracy of ticket data including client demographic information, problem description, resolution, etc.
- Develops quality standards/assurance measurements and auditing. Utilizes the Division's ticket system to capture weekly and monthly team metrics. Reviews/analyzes metrics and reports findings to the Service Delivery Manager. Implements needed corrective actions.
- Conducts performance trending and analysis. Works with Service Delivery Manager and the Knowledge Management Analyst to develop performance measurement/feedback systems.
- Assists the Knowledge Management Analyst in developing user manuals, knowledge bases, FAQs, etc. Participates in the development and maintenance of the Service Desk Specialist training/development program.
- Performs other duties as assigned.

QUALIFICATIONS

1. Four years of progressively responsible IT Service Desk experience:
 - a. Utilizing remote support tools (such as SCCM, Bomgar, or LANDesk).
 - b. Working with a ticket tracking system (such as Service Now or Remedy/Remedy Force).

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Ability to provide IT service desk problem resolution in a high volume customer service environment.
2. Knowledge of, and ability to apply, ITIL IT Service Management industry service levels/Management concepts.
3. Knowledge of ISO 20000, Comp TIA A+, and ITIL concepts/processes, and skill in using incoming transactions/telephone recording monitoring tools/utilities.
4. Ability to develop quality standards/assurance measurements to track and improve upon team metrics.
5. Knowledge of MS Office Suite software, IBM PC/PC-clone computers and operating systems, personal and network printers/scanners, and ability to troubleshoot and use IT diagnostic tools.
6. Knowledge of supervisory principles and ability to manage the operations and programs of the unit/team.
7. Ability to perform detailed analysis of data and information and make recommendations.
8. Ability to speak and write effectively with emphasis on providing professional, customer service oriented responses to questions and conversations.

PREFERRED QUALIFICATIONS

1. Certification in Help Desk International (HDI) Support Center.
2. Certification in CompTIA A+.
3. Certification as a Microsoft Office Specialist (Word, Excel, Outlook, Access, PowerPoint).
4. Certification in ITIL v3 Foundations and ITIL v3 Intermediate.
5. Certification in ISO 20000 Foundations.

EDUCATION

1. A high school diploma, a Certificate of General Education Development (GED), or an equivalent combination of education, experience, and training.

A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the four years of experience. For example, an associates' degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

1. A state driver's license in good standing.
2. Certification in A+ from CompTIA within 180 days of hire, promotion, or placement in the job.
3. Certification in ITIL v3 Foundations from AXELOS or other accredited organization within 180 days of hire, promotion, or placement in the job.
4. Certification in ITIL v3 Intermediate from AXELOS or other accredited organization within 180 days of hire, promotion, or placement in the job.
5. Certifications in CompTIA A+, ITIL v3 Foundations, and ITIL v3 Intermediate within 180 days of hire, promotion, or placement in the job.

NECESSARY SPECIAL FACTORS

1. Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.
2. Must be able to work varied schedule of days and outside normal business hours. Subject to hold-over and recall for IT emergencies. May need to work nights/weekends. Must be able to work standard on-call rotation.