MASSACHUSETTS PORT AUTHORITY invites applications for the position of:

Help Desk Manager

LEVEL: 7

OPENING DATE: 06/06/14

DESCRIPTION:
The Help Desk Manager at the Massachusetts Port Authority manages and coordinates activities of the Consultants working as Help Desk staff. This position manages the day-to-day operation of the Authority’s Help Desk services. It also manages the installation, maintenance, troubleshooting and allocation of all workstations and printers throughout the Authority’s various sites. It also responds to all pages on Massport response kit, including 24-hour emergency response.

ESSENTIAL TASKS OF THE JOB:

Manages and coordinates activities of the Consultants working as Help Desk staff.
1. Reviews unit's workload, schedules, personnel assignments, status of ongoing work, projects, and available personnel for work assignments in order to plan unit activities.

2. Assigns specific duties and special projects to personnel based upon individual knowledge and experience.

3. Reviews reports, documentation and other records prepared by personnel for clarity, completeness, accuracy and conformance with agency policies and procedures.

4. Coordinates unit work activities with other units, sections, or agencies to prevent delays in actions required or to improve service to public.

5. Works closely with Information Technology personnel to make sure all Help Desk tickets are completed in a timely manner.

Manages the daily operation of the Massport Help Desk.
1. Monitors calls in the Help Desk database and follows up on problems that require clarification or more information. Expedites calls that require immediate attention.

2. Dispatches calls to other IT staff when appropriate.

3. Reports consistent computer problems to appropriate staff and suggests possible resolutions when appropriate.
4. Tracks and investigates repeat user problems to determine any underlying issues. Suggests applicable user training when appropriate.

**Manages the daily maintenance and operation of Massport’s workstation and printer infrastructure.**
1. Manages the daily activities of repair and installation with Massport staff for the installation and planning of moves, and adds and changes to services.

2. Maintains accurate and current documentation of Massport’s hardware inventory.

3. Manages the procurement of workstations, printers, peripherals and maintenance stock for all computer infrastructure.

4. Responds to emergency calls regarding service problems and travels to site of problem to assess and direct staff towards problem resolution.

**Provides support assistance in the design of new systems.**
1. Analyzes needs and recommends new support procedures in accordance with Massport standards.

2. Coordinates with Massport’s business units to make sure all support needs are met as new systems are installed.

3. Makes recommendations concerning the resources required to maintain and/or expand services.

4. Evaluates systems, vendors and hardware as it relates to infrastructure support.

**Assists with administrative functions associated with the technical operation.**
1. Communicates with department heads regarding Help Desk services and issues.

2. Reviews the performance of vendors in the support of the Help Desk operation.

3. Analyzes ticket open and close rates, mean-time to repair times, etc. to provide a superior level of customer service.

4. Maintains adequate stock of workstations, laptops, monitors, printers, peripherals, etc. to support the Help Desk operation.
SECONDARY JOB TASKS:

Performs other duties as required.

JOB REQUIREMENTS AND QUALIFICATIONS:

EDUCATION: Bachelor’s degree or equivalent work experience in the Help Desk industry required.

EXPERIENCE: 3 - 5 years directly managing Help Desk or operational staff. 5 - 7 years in technical support and familiarity with Microsoft products and services, networking concepts and demonstrated diagnostic skills required. Exceptionally strong written and verbal communications skills required.

UNIQUE EXPERTISE/CERTIFICATION/REGISTRATIONS:
1. Demonstrated knowledge and skills in computer operating systems and applications including Microsoft Windows and Microsoft Office.
2. Demonstrated knowledge of Help Desk ticketing systems.
3. Demonstrated knowledge of working with technical drawings and floor plans.
4. Knowledge of voice and data communications protocols and methods.
5. Current and valid driver’s license unrestricted except for corrective lenses and automatic transmission.
6. Ability to pass airfield driving test and obtain Aerodrome Ramp and Apron Access License.
7. Specialization or certification within the Information Technology industry.
8. Ability to pass Massport security clearance and to obtain a Massport security badge.
9. Ability to pass a Massport controlled substances test and background security checks.

SUPPLEMENTAL INFORMATION:

WORK SCHEDULE: Ability to work a 37.5-hour workweek and ability to meet the demands
of a fluctuating workload based on current need, including weekends and nights. Ability to carry and respond to a pager 7 days a week, 24 hours a day.