



Service Desk Manager

Please submit resume with official or unofficial college transcript(s) and contact information for three (3) references to HR.Comptroller@cot.tn.gov.

The Comptroller of the Treasury is a constitutional officer elected by a joint vote of both Houses of the General Assembly for a two-year term. State law prescribes the Comptroller's duties, which include the audit of state and local governmental entities and participation in the general financial and administrative management and oversight of state government. The Comptroller also is a member of various committees, boards and authorities of state government. The Comptroller's office was recently named a 2016 Top Workplace by The Tennessean.

We are currently searching for a full-time, Service Desk Manager to join our team in Nashville, TN. The position starts at \$53,602 per year. This position is responsible for the leadership of the service desk, and information systems technical support work of considerable difficulty. This position requires individuals who have a strong track record of providing first level contact for customers with hardware, software, telecommunication, and network issues. This position may supervise staff and perform other duties as assigned.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the competency, knowledge, skill, and/or ability required with or without reasonable accommodation.

Education and Experience

Graduation from an accredited college or university with an associate's degree and at least five years of successful technical support experience. Good skills and knowledge of service desk standards, continual improvement, and effective communication. Other combinations of education and experience, if evaluated as equivalent, may qualify an applicant for consideration.

Certifications and Licenses

A+ preferred

MAJOR RESPONSIBILITIES:

- Identify and communicate staff developmental and talent management needs and opportunities.
- Align operational, talent and change management strategies with office mission, vision and objectives.
- Conduct strategic analysis and planning to ensure effective project and operational management.
- Lead, coach and empower staff to maintain and continually improve a service-oriented culture that supports customers and leadership in office endeavors.
- Use skills as an experienced professional with a good understanding of industry best practices and agency policies and procedures to resolve a wide range of issues and business needs, including support of Agency productivity and communication software.
- Research and recommend approaches to support services, as well as processes and procedures.
- Communicate effectively with customers to accurately interpret their issue/problem and perform Level 1 troubleshooting, following established processes and procedures.
- Accurately documents problems and resolutions in a timely manner in the Agency's support management tool, maintaining appropriate documentation of standards and operating procedures.
- Monitor and follow up on open tickets at predefined intervals until resolved.
- Exercise independent judgment in resolving routine incidents and requests, and escalate problems to upper tier support as appropriate.
- Analyze problem management database to proactively identify common trends and underlying problems.

- Create and update troubleshooting procedures for products and services supported by the Division of Technology Solutions.
- Keep up-to-date technically, applying new knowledge to current and future work, and sharing that knowledge with the rest of the team.
- Conduct appropriate quality assurance processes to ensure accountability.
- Seize process improvement opportunities to streamline workflows and improve accuracy.
- Maintain and continually improve individual contribution to a service-oriented culture that supports customers and leadership.
- Communicate clearly and frequently with leadership, team members and customers.
- Utilize a high degree of tact and diplomacy in all interactions.
- Continually assess and communicate risk. Take action as assigned to document, control and mitigate identified risks.
- Use a variety of reporting methods to ensure compliance with relevant laws, rules, regulations, standards, best practices and policy.
- Perform other duties as assigned.

Knowledge, Skills, Abilities and Competencies

A successful employee in this role has the functional and technical knowledge and skills to effectively support end-user with Level 1 support requests. This role calls for the competencies to effectively solve problems, learn new technology quickly, effectively manage their time and competing priorities, remain relentlessly focused on delighting the customer, and possess the strategic agility to adjust with changes in the business.

Necessary knowledge includes a strong working knowledge of service desk standards, best practices for managing user requests, incident management, problem management, configuration management, and business process improvement methods.

A successful employee in this role has skills in professional judgement and decision making, troubleshooting and problem solving, project and time management, mentoring, and customer service. Incumbents should possess abilities in deductive and inductive reasoning, oral comprehension and expression, category and extent flexibility, speed of closure, and written comprehension and expression.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by incumbents within this role. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties or responsibilities associated with the position. Employees may be assigned job related tasks other than those specifically presented in this description.

The Comptroller of the Treasury is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other legally protected class. As required by law, we must record certain information. Applicants are invited to participate in the Affirmative Action Program by reporting their status as minority, disabled veteran or other veteran status, or other disabled. In extending this invitation you are advised that: 1) you are under no obligation to respond, but may do so in the future if you choose; 2) responses will remain confidential within the Human Resources Department; and 3) responses will be used only for the necessary reporting.

To comply with legal record keeping requirements regarding Affirmative Action, we ask that you complete the information requested in the link below. Please be advised that your completion of this form is NOT part of your official application for employment. It is considered confidential information that will not be used in any hiring decision. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment. If you choose to participate by completing this form, we thank you for your cooperation.

To complete this form, please go to: <http://www.comptroller.tn.gov/oms/careeropp.asp> and click Voluntary Affirmative Action Form.