



IT HELP DESK SUPERVISOR

Job Requisition # **21-0080**
Location: **Riverside Health Center**
Application Deadline: **Until Filled**

Hours Per Week: **40**
Status: **FT (1.0 FTE)**
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. For over 50 years, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer.

Position Purpose:

The Help Desk Supervisor's role is to oversee the entire Help Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions. The Help Desk Supervisor will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level.

Responsibilities

- Manage the processing of incoming tickets to the Help Desk via both telephone and e-mail to ensure courteous, timely, and effective resolution of end user issues
- Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications
- Track and analyze trends in Help Desk requests and generate statistical reports
- Design and enforce request handling and escalation policies and procedures
- Collaborate with team to create, maintain or modify departmental procedures
- Oversee development and dissemination of knowledge base articles, usage guides, and FAQ lists for end users
- Manage on-call staff and scheduling

Position Requirements

- Demonstrated progressive experience in the supervision of a technical support team
- Proficiency managing Windows 2016 & 2019 servers in a domain environment
- Experienced working with Microsoft Group Policy, DNS, and multi-site network environment
- Solid relationship management and performance management skills
- Ability to motivate and direct staff members
- Strong understanding of the organization's goals and objectives
- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on listening and questioning skills
- Strong documentation skills
- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language to non-technical staff and end users

Formal Education

- Bachelor's degree in computer related field, CompTIA A+, Network+, Security+, Server+, Project+

To apply for this position, please send a resume and cover letter to: HR@CHCB.org
The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

Learn More! See our Website at www.chcb.org/careers/positions-available