



Support Center Supervisor

About the Education Achievement Authority: The Education Achievement Authority is a new statewide school system that will assume operation of the lowest five (5) percent of performing schools in the state of Michigan that are not achieving satisfactory results on a redesign plan or that are under an Emergency Manager. It is designed to provide a new, stable, financially responsible set of public schools that create the conditions, supports, tools and resources under which teachers can help students make significant academic gains. It will first apply to underperforming schools in Detroit in the 2012–2013 school year and then be expanded to include low performing schools throughout Michigan.

JOB TITLE: Support Center Supervisor

REPORTS TO: Chief Technology Officer

SUMMARY of POSITION:

The successful candidate selected for this position will be responsible for ensuring an outstanding level of customer services by providing direct IT support to students, faculty and staff and by supervising the Support Center operation. Responsible for leading the Helpdesk in engaging in more proactive planning and support and organizing the Support Center to be flexible and adaptable in meeting the changing needs of the end users.

PRIMARY DUTIES AND RESPONSIBILITIES:

The successful candidate should be able to assist and provide a range of technological and administrative services to include the following responsibilities:

Main Job Tasks and Responsibilities

- Supervises the Support Center staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.
- Gathers and analyzes metrics to benchmark the service desk workload/performance and identifies trends in support center issues.
- Designs and enforces request handling and escalation policies and procedures.
- Assists in the administration and maintenance of the service desk software.
- Implements ITIL Best Practices. Enforces quality of service guidelines for dealing with customers, completing services, and overall customer satisfaction.
- Develops and maintains standard operating procedures and trains support center staff in the implementation of these procedures.
- Monitors trends and develops IT Service Desk metrics and performance/status reports

- Assists in the development of Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes
- Assists in the support of the client computing environment including computer systems and peripherals, mobile devices, software applications, printing, inventory control, etc.
- Ensures the accuracy, validity and integrity of the inventory and asset management data as it pertains to the client computing area at all points during the life cycle of the device (order, receiving, stock, deployment, move, retirement, and swap).
- Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

Qualifications:

- Bachelor's Degree in Computer Science or related discipline required. Advanced degree preferred.
- Minimum four (4) years of experience setting up and managing a help desk/service desk.
- Experience managing an incident management system in a performance-based environment complying with ITIL V3 standards.
- Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
- Proficient in Microsoft Operating Systems, MAC OS/x, Software Applications, and mobile devices.
- Strong organizational, analytical and problem-solving skills.
- Experience with multi-site support is a plus.
- Strong project management capabilities including project planning, resource management (including third party resources), time estimation and execution.
- Certification in ITIL is a plus.

FILING DEADLINE: Posted until filled
SALARY: Commensurate with experience
LENGTH OF WORK YEAR: Twelve (12) Months
EFFECTIVE DATE: Immediately

METHOD OF APPLICATION: **All interested candidates should submit a letter of application and current resume to:**

Dr. H. MiUndrae Prince
Assistant Chancellor, Human Capital, Equity and Accountability
Education Achievement Authority of Michigan
300 River Place, Suite 3600
Detroit, Michigan 48227

By E-mail to mprince@eaaofmichigan.org

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