



POSITION AVAILABLE

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JOB STATUS:	ACTIVE
POSTING DATE:	10/31/2011
CLOSING DATE:	
POSTING NUMBER:	00004558
LOCATION:	ANNEX
POSITION TITLE:	Service Desk Supervisor
QUALIFICATIONS:	<p>Bachelor's degree in MIS, related field or 5+ years related work experience 5+ years experience in a Help/Service Desk or Call Center environment, while utilizing call center software 3 years experience in supervising a Help/Service desk or Call Center 5+ years in developing and implementing processes and procedures for service delivery within a technical organization A+, MCSE and knowledge of ITIL process preferred Experience completing employee evaluations and performance reviews Must be client focused and have the ability to build a positive rapport and relationships with others Ability to interface with internal and external departments and vendors Ability and experience creating and evaluating operational and performance metrics & measures Advanced knowledge of Microsoft Windows server and desktops, Office 2007, IE 7 & 8, Outlook and supporting business applications Technical knowledge of network and computer operating systems on various platforms including Windows and Apple Knowledge of Help/Service desk ticket tracking system (i.e. Remedy, HEAT) High degree of trouble shooting skills for both hardware and software Ability to demonstrate advanced skills in Excel, to read, analyze and interpret information, to use independent judgment and demonstrate initiative to act without being asked Ability to communicate effectively in both written and oral forms, to compose correspondence, reports and/or other required written materials, to effectively present information and respond to questions, inquiries and/or complaints, display courtesy, tact and respect when dealing with others</p>
GENERAL STATEMENT OF DUTIES:	This individual will be responsible for the day to day operation and management of Fort Bend ISD Customer Service Center formerly known as the Technology Help Desk.
JOB GOALS:	<ul style="list-style-type: none"> • Manage the day to day operations of the Customer Service Center including resource assignment and escalation. • Problem solving and assign/re-assign issues and other resources to resolve high priority problems. • Responsible for reviewing and managing outstanding work order and trouble tickets. • Provide call center and trouble ticket reports to management • Schedule staff work assignments. • Supervise 2 or more employees. • Perform other duties as assigned.
REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:	
APPLICATION INFORMATION:	<p>To be considered for this posted position, ALL applicants are required to submit ALL items listed below:</p> <ol style="list-style-type: none"> 1. Submit a letter of interest and résumé. 2. Completed or updated online application. Email addresses must be accurate. 3. Out of district applicants must submit copies of transcript(s).

** Be sure to select the position applied for in the **“Employment Preferences/Add Position”** section on the online application.

Applications remain active for one year from date of submittal.

APPLICATION DEADLINE:

Until Filled

SALARY RANGE:

Pay grade [307](#) – salary based on qualifications and experience

TERMS OF EMPLOYMENT(DAYS):

226

Other Information

FORT BEND INDEPENDENT SCHOOL DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER

MAILING INFORMATION:

SEND LETTER OF INTEREST & RÉSUMÉ TO:
FBISD Human Resources
16431 Lexington Blvd.
Sugar Land, TX 77479

To apply, click [here](#).

Fort Bend Independent School District is an Equal Opportunity Employer
Applications remain active for one year from date of submittal
FBISD Title IX Coordinator: Dr. John Frossard, Chief Human Resources Officer
16431 Lexington Blvd. Sugar Land, TX 77479 281-634-1056