Desktop Support Supervisor Job

Employer Name:

SpiderID: 12458153

Location: Winston-Salem, North Carolina

Date Posted: 4/26/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-1680

Job Summary:  
  
   
  
 The ATSV-Service Desk Representative-Team Leader II manages the day-to-day productivity of the Desktop Services staff, and represents the team in all projects which require the expertise of the desktop group.  
  
   
  
 Key Responsibilities:  
  
   
  
Tracks daily KPIs in order to measure the effectiveness and efficiency of the staff  
  
Identifies opportunities for improvement and uses data to recommend changes to leadership  
  
Handles field escalations in a timely manner and ensures the team is handling them according to SLAs  
  
Provides training and coaching to less experienced team members  
  
Processes escalated tickets and investigates complex issues  
  
Assists in troubleshooting and solving complex issues  
  
Provides daily team activity reporting updates to leadership  
  
Drives toward the achievement of business results in a manner that focuses on profit and service  
  
Contacts support teams to assist with incident resolution regarding system outages  
  
Escalates system issues to support teams  
  
Monitors SLAs and team performance to defined metrics  
  
Supervisory Responsibilities:  
  
   
  
 This job does have supervisory duties  
  
   
  
 Preferred Qualifications:  
  
   
  
 Education and Experience  
  
   
  
Bachelor's degree or equivalent experience  
  
3 or more years of experience  
  
Certificates, Licenses, Registrations  
  
   
  
CompTIA IT Certifications  
  
Functional Skills  
  
   
  
Strong customer service focus to successfully interact with end-users and peer teams  
  
Effective verbal and written communication skills  
  
Experience working with an enterprise ticketing system  
  
Ability to solve complex problems  
  
Strong knowledge of Microsoft based operating systems with emphasis on Windows 7, 8 and 10  
  
Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)  
  
Ability to lead and influence others  
  
#LI-PE1

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: National General Insurance

Company: National General Insurance