

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 6455  
Grade: 23  
FLSA: Exempt

**Standard Job Description**

**Job Title**  
Help Desk Manager

**Department**  
Hospital Information Services (HIS)

**Job Summary**

The Help Desk Manager develops, leads and motivates the Help Desk team to deliver excellent technical/non-technical support to the user community. Plans, prioritizes and schedules help desk activities to ensure continuity of service. Ensures maximum issue resolutions in minimum time. Ensures that help desk staff use and maintain problem management databases or other help desk software so that help desk activities and performance can be monitored.

This position is exempt from Career Service under the CCHHS Personnel Rules.

**General Administrative Responsibilities**

**Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses independent judgment to identify operational staffing issues and needs and performs the following functions as necessary: hires, transfers, suspends, layoffs, recalls, promotes, discharges, assigns, directs or disciplines employees pursuant to applicable Collective Bargaining Agreements

**Supervision**

- Directs and effectuates CCHHS management policies and practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

**Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

**Employee Engagement**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements

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Initials: DH

### **Typical Duties**

- Manages a team of Helpdesk professionals
- Complete both technical support and supervisory duties to include staffing plans
- Develops and enhances cooperative interdepartmental and vendor relationships and communications
- Obtains equipment, tools and space needed to allow team members to adequately support the customers
- Prioritizes and manages multiple projects at the same time in a fast-paced environment
- Develops performance measurement frameworks (KPIs) and facilitates feedback to team members on issues such as customer service, communication, and technical skills to enhance the quality of support delivered
- Resolves escalated customer service and vendor issues
- Manages the Microsoft SCSM ticketing system
- Assists with customer inquiries as needed with a strong focus on customer service and follow-up
- Supervisory duties will include determining personnel requirements and setting schedules
- Oversees technical support duties including answering telephones, communicating with clients, diagnosing hardware and software malfunctions, troubleshooting problems, replacing hardware and installing new software on clients' devices

### **Reporting Relationships**

Reports to Technology Officer

### **Minimum Qualifications**

- Bachelor's Degree in Computer Science, Information Technology, Management Information Systems or other computer related field
- Seven (7) years of experience working in an IT environment
- Experience utilizing remote control tools to resolve problems

### **Preferred Qualifications**

- Master Degree in Computer Science or related field
- MCSE, A+ and Microsoft Office Certifications
- Experience in a healthcare environment

### **Knowledge, Skills, Abilities and Other Characteristics**

- Strong interpersonal and leadership skills
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Ability to create management reports
- Ability to multi-task and function in a high paced and stressful environment
- Ability to communicate in a respectful, professional, courteous and concerned manner with clients, co-workers and supervisors
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to manage multiple projects utilizing best practices based on departmental priorities, policies and procedures

**Knowledge, Skills, Abilities and Other Characteristics continued**

- Demonstrate attention to detail, accuracy, and precision
- Demonstrate strong initiative
- Must be able to travel to work sites throughout Cook County

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Donna R. Hart CTO 14 Mar 2016  
[Legibly Print Name & Title of Person Approving the JD] Date

Approval: Donna R. Hart 14 Mar 2016  
[Signature of Person Approving the JD] Date

Approval: \_\_\_\_\_  
Gladys Lopez Date  
Chief of Human Resources