

## Wayne-Finger Lakes BOCES – Vacancy

Salary range: \$80,000-\$99,233/yr.

Candidate will be initially appointed on a provisional basis pending a civil service exam to be held later. To gain permanent status, the candidate must apply for the next exam and be successful according to the Rule of Three.

### HELP DESK MANAGER

#### MINIMUM QUALIFICATIONS: Either:

1. Possession of a Bachelor's degree, or higher, in Computer Technology, Microcomputer Systems Management, or a closely related Computer Science field; OR
2. Possession of an Associate's degree in Computer Technology, Microcomputer Systems Management, or a closely related Computer Science field AND two (2) years full-time paid experience, or its part-time equivalent, in computer systems support, help desk operations, or technical support activities; OR
3. Graduation from high school or possession of a high school equivalency diploma AND four (4) years full-time paid experience, or its part-time equivalent, in computer systems support, help desk operations, or technical support activities; OR
4. An equivalent combination of training and experience as described in (1), (2), and (3) above.

SPECIAL NOTE: EDUCATION: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

DISTINGUISHING FEATURES OF THE CLASS: This is a technical and supervisory position responsible for overseeing the operations of a help desk unit within an information technology department responsible for assisting users with personal computer, network, software, and related technical problems. The incumbent coordinates and monitors help desk operations, assigns and reviews technical support activities, and ensures the timely and satisfactory resolution of service requests. The incumbent reports directly to and works under the general supervision of a higher-level administrator. General supervision is exercised over a technical staff. Does related work as required.

#### TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives and responds to telephone inquiries and requests related to operational problems of a computer system;  
Supervises and coordinates the operations of the help desk technical staff;  
Supervises technical staff in areas associated with customer relations and problem management;  
Assigns the work to staff based on incoming requests for technical support and assistance;  
Coordinates the escalation and resolution of complex technical support issues;  
Oversees responses to requests to determine the satisfactory and timely resolution of requests;  
Develops, implements, and maintains help desk procedures, service standards, technical documentation, knowledge base materials, and workflow processes;  
Develops and maintains records of all service transactions;  
Develops and maintains a central database of all equipment and parts for inventory requirement;  
Develops and maintains all required analysis and reports to technical support operations;  
Provides technical guidance and training to help desk staff and system users as needed;  
Coordinates communication regarding system outages, upgrades, and technical support issues;  
May prepares reports related to help desk operations, service trends, equipment inventory, and technical support activities.

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HELP DESK MANAGER

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of computer technology, computer operation and equipment usage including hardware, software, and networking terminology;  
Good knowledge of help desk operations, service tracking systems, and technical support procedures;  
Good knowledge of customer service principles and problem resolution techniques;  
Ability to supervise, coordinate, and evaluate the work of others;  
Ability to prioritize and coordinate multiple technical support requests and assignments;  
Ability to maintain records and keep an inventory of equipment and parts;  
Ability to prepare and maintain technical documentation, records, and reports;  
Ability to communicate effectively in English both orally and in writing;  
Ability to establish and maintain effective working relationships;  
Initiative; Sound judgment;  
Physical condition commensurate with the demands of the position.

APPROVED: JUNE 4, 2026

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: WAYNE-FINGER LAKES BOCES

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES