

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

TECHNICAL SERVICE DESK SUPERVISOR

FLSA STATUS: NON-EXEMPT – PAY GRADE: 17 - C

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Technical Service Desk Supervisor is an integral member of the Information Technology Department and supports the day-to-day operations and continuous improvement of the Technical Service Desk Team. This position ensures frontline support excellence across multiple channels, including walk-in service, phone, ticketing systems, and live campus events. This position supervises and mentors the Technical Service Desk Team, fosters consistency in training, performance, and service delivery. Operating in a high-volume, multi-channel environment, this position ensures the efficient resolution of incidents, adherence to service level agreements (SLAs), compliance with FERPA regulations, and providing high-quality customer support. This position gathers and analyzes performance data, prepares operational reports, and serves as the liaison to other IT teams for issue resolution and SLA compliance communications. Under the direction of the Assistant Director of Client Support, the Technical Service Desk Supervisor also plays a key role in facilitating cross-functional training and collaboration with IT groups across all functional areas to build mutual support capabilities and enhance service coverage across IT functions.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Supervises and supports the daily operations and performance of the Technical/Client Service Desk Team; conducts performance evaluations; facilitates professional development and training; approves leave requests and timesheets; creates and approves work schedules; provides real-time support, mentoring, and coaching; and performs hands-on issue resolution with overflow or complex technical tissues.

Manages queue monitoring to ensure timely, professional, and effective resolution of incidents within defined service level agreements (SLAs) and internal policies and procedures; aids in the development and execution of action plans in response to identified service gaps or performance issues; leads efforts to enhance customer service quality and consistency across all support channels, including walk-in, phone, email, ticketing, and live campus events.

Supports the Assistant Director of Client Support in developing and implementing strategies that align the Technical Service Desk and Client Services team with college, departmental, and team goals; contributes to process design and performance monitoring to track daily, weekly, monthly, and annual objectives.

Assists in the recruitment, onboarding, and ongoing development of new team members, ensures consistent training, mentorship, and performance evaluation practices.

Facilitates regular individual check-ins, team meetings, and coaching sessions to promote staff engagement, accountability, and continuous learning and improvement; provide ongoing guidance to Tier II Representatives in their supervision of Student Workers, ensuring consistency in training and performance management.

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Collaborates with IT teams, across all functional groups and supports cross-training initiatives, improves operational flexibility, enhances inter-team support capacity, and contributes to service improvement efforts and incident responses.

Prepares and analyzes data reports, trends, and service level metrics on team and system activities to support data-informed decision-making by the Assistant Director of Client Support; monitor and reports on service performance, generating data-driven insights and communicate ticket status, SLA breaches, or escalations to relevant IT leaders across all functional areas.

Serves as the primary point of escalation for complex, unresolved issues before involving the Assistant Director of Client Support or other IT teams.

Maintains and updates customer-facing and internal only documentation, including knowledge base articles, call scripts, and troubleshooting materials.

Supports the Assistant Director of Client Support with the implementation and adoption of new tools, platforms, processes; and assists with onboarding and training of personnel college-wide.

Provides technical support collegewide to support students, staff, and faculty.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the Assistant Director of Client Support.

SUPERVISION EXERCISED

Supervision exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university and one (1) year of experience in information technology support in a lead or supervisory role, or an Associate's degree from a regionally accredited college or university and three (3) years of experience in information technology support, including one (1) year in a lead or supervisory role.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university in Information Technology or a related field, and five (5) years of experience in a technical service desk or IT support environment, including at least two (2) years of supervisory or team lead experience. Experience with service management tools (e.g., ticketing systems, knowledge bases, SLAs). ITIL Foundations certification or equivalent knowledge of service management best practices.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including mainframe and personal computers, equipment, and related peripherals, and modern

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office. Tasks may require ability to lift, carry, push and or pull objects of light weight (12-20 pounds). Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of department records, documentation, figures, financial and reporting systems, and related equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as technical data, policy and procedure manuals, codes, etc. rendered in moderately complex terminology. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to adhere to accepted standards of business English, i.e., format, style, grammar, spelling, punctuation. Requires the ability to communicate with a broad array of individuals from various backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with the public, faculty, and staff under charge.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages; compute discount, profit and loss, ratio and proportion; interpret graphs.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under occasionally high levels of stress, imposed by frequent deadlines, peak workloads, or staff contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 10/1/25