



## JOB POSTING

### IT Help Desk Manager

**Reports to:** Director, IT Infrastructure and Support

**Department:** Information Technology (IT)

**FLSA Status:** Full Time, Exempt

#### **Position Overview:**

The IT Help Desk Manager will lead the Help Desk team in providing network, system, and general IT support to employees of the Cincinnati Museum Center and National Underground Railroad freedom center. The Manager will develop training opportunities and end-user support structures for the IT department. The successful candidate will have excellent management skills and a proven track-record of developing a team that provides excellent end-user support and training.

#### **Responsibilities/Duties:**

##### Help Desk Management - 50%

- Manage and develop a team of Help Desk Specialists that provides customer-focused IT support.\*
- Administers Help Desk ticketing system and develop processes and procedures to ensure effective and timely end-user support.\*
- Ensure all tickets have accurate detailed accounts of all troubleshooting steps and follow-up details.\*
- Analyzing the performance of Help Desk activities and documented resolutions.\*
- Communicates to IT team and entire organization of changes/improvements within the IT infrastructure.\*
- Evaluates Employee performance and staff development/recruiting.\*
- Provide after-hours support as needed.\*

##### End User Support - 25%

- Serves as end-user support in responding to escalated help desk issues.\*
- Resolving daily issues of a complex scope that impact the organization and overall strategic objectives.\*
- Developing and updating plans for the support team to handle new application/product releases.\*

##### Training and Support Documentation – 25%

- Develop and lead in-person training opportunities designed to effectively increase employee knowledge-base and productivity.\*
- Develop and manage the online library of walk-through and how-to guides for systems and software.\*
- Work with IT department staff to identify strategic training needs across the organization.\*
- Other duties as assigned.

**Education and Experience:**

Undergraduate degree in Computer Science or IT related field. Microsoft certifications (MCP, MCSA, MCSE, MCitP or other) preferred. Prior experience leading or managing a team of technical IT resources.

3 years in a management role within an IT area, which could include the IT Service Desk. 3-5 years' experience in Desktop support and troubleshooting. Commitment to provide world-class support to end users and the ability to interface effectively with non-technical users. Solid understanding of IT supported technologies, and a broad knowledge of IT Technology and infrastructure.

**Job Knowledge, Skills, and Abilities:**

Excellent interpersonal and communication skills with the ability to interact effectively with others, including various levels of management. Excellent leadership skills with the ability to execute short-range plans (i.e., 30-90 days). Self-motivated team player able to work in a high-demand and fast-paced work environment with ability to react quickly to issues, and develop both short and long-term solutions. Advanced PC skills with a working knowledge of multiple software applications including: Adobe, Microsoft, and database applications. Excellent time management skills and ability to multi-task, prioritize and pay close attention to details. Proven track record of strong documentation skills for all aspects of a project including design, implementation, and how to guides Work a 40 hour work week and be able to provide 24-7 emergency response Available during after-hours and on weekends to facilitate network and systems upgrades and maintenance as well as address emergency network problems. Ability to travel between multiple site locations as needed to provide support.

Required to perform other duties as requested or assigned.

To apply please go online to: <https://www.cincymuseum.org/jobs>

-EOE-

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