District Help Desk Supervisor
Foothill-De Anza Community College District

Job Title	District Help Desk Supervisor
Department	Staff
Institution	Foothill-De Anza Community College District
	Los Altos Hills, California
Date Posted	Feb. 19, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administrative Support/Services
	Information Technology
Apply Online Here	https://apptrkr.com/6014693
Apply By Email	
Job Description	

District Help Desk Supervisor

HR EMPLOYMENT/CAREERS
Initial Closing Date: 03/11/25*

*Any complete applications received after the initial closing date will only be forwarded to the hiring committee at their request.

Starting Salary:

District Help Desk Supervisor
Foothill-De Anza Community College District

$10,106.65 (per month) plus excellent benefits

Salary Grade:C4-70

Full Salary Range:$10,106.65 - $13,550.10 (per month)

The Foothill-De Anza Community College District is currently accepting applications for the classified supervisor position above.

The Foothill - De Anza Community College District does not have a remote work policy. All employees are expected to be available to work in person and on-site per the requirement of the department.

The Foothill-De Anza Community College District does not reimburse applicants for travel, lodging or any other costs incurred by applicant to attend interviews. All interviewing costs incurred will be the responsibility of the applicant.

ABOUT THE DISTRICT

Foothill - De Anza Community College District, composed of two colleges and an education center, is one of the top performing districts in both California and the United States, and one of the largest, ranking seventh in size among the state's 72 districts, serving more than 58,500 students per year and with an operating budget of $180M unrestricted general fund. Consistent with its mission, the District has a strong commitment to equity and inclusion and incorporates those values in its policies, procedures, and operations, and in its leadership and service to students and the community. Publicly supported and locally oriented, the District fills an essential role in workforce development, continuing education, and skills preparation to meet the changing demands of the highly diverse surrounding population and business communities. The District's students and more than 2,000 faculty and staff enjoy an unparalleled quality of life in an ideal climate, with physically pristine and fiscally sound campuses that have earned their reputation for academic excellence.

Foothill - De Anza Community College District Mission Statement:

The mission of the Foothill-De Anza Community College District is student success and educational excellence. The district and its colleges provide access to affordable, quality educational programs and services that develop a broadly educated and socially responsible community that supports an equitable and just future for California and the global community. Every member of our district contributes to a dynamic instructional and learning environment that fosters student engagement, equal opportunity, and innovation in meeting the various educational and career goals of our diverse

students. Foothill-De Anza is driven by an equity agenda and core values of integrity, inclusion, care for our students' well-being, and sustainability.

Job Summary

The District Help Desk Supervisor plays a critical role in ensuring the security and efficiency of IT support services across the district. In addition to managing help desk operations, this role will be responsible for assisting with building out a student technical support structure and managing the integration of help desk tools into other departments such as Human Resources and Facilities, optimizing workflows, and standardizing procedures for issue resolution. This role will also oversee the development of user guides, web-based documentation, and service level agreements to ensure consistent and effective support, along with communicating cybersecurity measures, providing training to staff to enhance technical competency, security awareness, and fostering a culture of vigilance against cyber threats.

Success requires ongoing awareness and understanding of industry best practices and vulnerabilities impacting higher education, the ability to leverage technology tools for productivity, effective communication through multiple channels, experience with technical change management, and proactive problem-solving. The position operates primarily from the District's ETS offices, with occasional flexibility based on operational needs.

DEFINITION:

Under the general direction of an assigned Associate Vice Chancellor, oversee the functions and activities of the District Help Desk and its support staff which provides support to District employees and retirees. Duties include Help Desk system administration; interface with vendors and staff during new service implementations and to create user documentation, develop and maintain service level agreements, policies and procedures for problem reporting and resolution, cybersecurity support, web page and online documentation management. Respond to and solve technical problems relative to user's desktop systems, network and wireless connectivity, voice communications, credentials and authentication, enterprise and cloud based and desktop software applications, managed print system for employees, and multimedia systems. Support remote work including Virtual Private Network (VPN) and VoIP applications. Video conferencing license and administration support. Assist in the creation of standards and advise users on hardware and software purchases. Train, supervise, and evaluate the performance of assigned staff. Maintains a program of excellent customer service delivery in Help Desk interactions across assigned staff, including reviewing or monitoring interactions or work requests when necessary.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment duties may include but are not limited to, the following:

1. Plan and coordinate training for assigned personnel on assigned duties including the use of the Help Desk Tool and the telephone automated call distribution (ACD) system; Develop and initiate departmental activities and orientations on District and department policies, procedures and State regulations.
2. Manage employee education and training, and staff development activities to maintain a high degree of technical competency and a consistently high level of customer service across interactions.
3. Schedule activities, tasks, and staff to ensure full utilization of all resources within areas of responsibility.
4. Supervise, hire, assign, direct and schedule work activities; explain how duties are to be carried out by staff.
5. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
6. Approve employee monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
7. Address and resolve a wide variety of employee concerns, complaints, and grievances; recommend transfers and reassignments.
8. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
9. Responsible for hiring, supervision, and evaluating of casual and student employees.
10. Administration of the Help Desk software application and database, integration with authentication and identity systems; Design management reports and schedule automatic delivery.
11. Assign unresolved Help Desk work requests to various ETS staff or supervisors for resolution.
12. Manage and communicate procedures to document employee onboarding, offboarding, and job transfer processes, in consultation with Human Resources where necessary;
13. Analyze data for management and create reports to inform adjustments to ETS procedures or technology configuration based on data gathered from users.
14. Manage the coordination of technology systems and security emergency response with other ETS departments including changing alert messages on the Help Desk Tool and telephone call tree greeting system.
15. Manage and maintain the Help Desk tool user communications and the Help Desk voice system greetings and call tree structure.

16. Provide technical support and assist with problem resolution in the following technical areas including but not limited to: enterprise, cloud based systems and desktop applications, network and wireless connectivity, voice communications, managed print services, cybersecurity, remote work (VPN/VoIP communications), multimedia systems, credentials and authentication. Resolve and manage the escalation of classroom technology problems.
17. Provide Administration support for video conferencing and cloud based project management and forms tool.
18. Provide wireless network visitor account creation and management support.
19. Assist in the creation of standards and advise users on hardware and software purchases.
20. Participate in quality assurance testing and provide feedback for new service deployments.
21. Research, make recommendations, implement and oversee implementation of Help Desk systems and tools.
22. Manage and maintain the contents of the ETS technology help web pages.
23. Manage Help Desk retired employees authentication and credential support.
24. Participate in the development and update of the Department Strategic plan, status reporting, service level agreements, Administrative Unit Reviews and serve on various committees which create procedures and standards for the utilization of technologies.
25. Manage and coordinate the use of the Help Desk system by other district departments: Human Resources, District Security, Facilities and other district departments.
26. Maintain a high degree of user visibility and provide direct Help Desk services.
27. Assist in the creation of desktop standards and monitor adherence to policies.
28. May be required to provide Help Desk services to faculty and students in support of distance learning programs or initiatives.
29. May provide workshops and training seminars for the staff and user community, create training and course curricula, user guides, and procure vendor materials.
30. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Multi-platform computer hardware systems (Apple, Windows, and mobile devices), desktop and cloud-based software applications O365, Outlook, Zoom, Smartsheet, Jabber, VPN, Multi Factorial Authentication, Adobe Creative Suite, Managed Printing, antiviral, cybersecurity strategies.
2. Help Desk systems and procedures.

3. Managing a broad array of technology help content on web pages and online documentation using a web-based CMS and adherence to ADA accessibility compliance principles.
4. Technical aspects of desktop and Virtualized Desktop Infrastructure (VDI) environment, server, cloud-based systems, and wired and wireless network management.
5. VoIP (Voice over Internet Protocol) and voicemail technologies.
6. ERP (Enterprise Resource Planning tools such as Banner) and web portal environments.
7. Remote work technologies and practices, including support and troubleshooting for off-site access to district resources, such as VPN.
8. Principles, methods and troubleshooting techniques of operating systems, computers and peripheral equipment.
9. Principles and practices of supervision and training.
10. Budget preparation and control.
11. Strong oral and written communication skills.
12. Record keeping techniques.
13. Health and safety regulations and procedures.
14. Interpersonal skills using tact, patience, and courtesy.
15. Database report design.
16. Process creation and documentation.
17. Effective customer service standards and procedures to drive a high degree of user satisfaction.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Professionally communicate with a very diverse user community in a stressful environment.
3. Diagnose and assess technical problems across a wide array of systems and hardware.
4. Assess the most direct path to issue resolution and use judgment to assign the appropriate ETS resources to resolve the problem.
5. Good English written and oral communications skills, including the ability to clearly communicate technical information to non-technical.

MINIMUM QUALIFICATIONS:

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic,

religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

2. Any combination equivalent to an associate's degree in related field **AND** three (3) years of experience in a technology Help Desk environment resolving detailed technical questions in both a written and oral manner.
3. Two (2) year of supervisory experience managing a technology Help Desk or Call Center.

WORKING CONDITIONS:

Environment:

1. On-site and remote office environments, determined in consultation with employee's supervisor in relation to the needs of the department and satisfactory performance of duties.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard and telephone.
3. Vision to read various materials.
4. Sitting for extended periods of time.
5. Lifting, carrying, pushing or pulling objects up to 20 lbs.

APPLICATION PACKET

1. A District on-line application on http://hr.fhda.edu/careers/. *In the application, you will provide information, which demonstrates your understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff. Additionally, you will be asked to explain how your life experiences, studies or work have influenced your commitment to diversity, equity and inclusion.
2. A cover letter addressing your qualifications for the position.
3. A current resume of all work experience, formal education and training.

For full-consideration, all required application materials must be included in your application packet and must be received by 11:59 pm on the closing date. We are unable to accept

additional, non-required materials, such as reference letters.

Please allow yourself ample time to complete your application and resolve any technical difficulties that may arise with your submission. You may also visit our "Applicant Information" to assist with technical difficulties at: http://hr.fhda.edu/careers/a-applicant-instructions.html . We cannot guarantee a response to application questions within 48 hours of the closing date.

CONDITIONS OF EMPLOYMENT

Position: Full-Time, Permanent, 12-months per year

Starting date: As soon as possible upon completion of the search process.

Excellent benefits package which includes medical coverage for employee and eligible dependents, dental, vision care, employee assistance program, long term disability, retirement benefits and basic life insurance. For information on our benefits package that includes medical for employees and dependents, visit our web site: http://hr.fhda.edu/benefits/index.html. In addition, the District is a participating member of the California Public Employees' Retirement System (CalPERS) and the successful applicant would be a member of the Teamsters Local 287 Union. The current union agreement can be found online at: https://hr.fhda.edu/_downloads/Teamster%20Agreement_2018-2021_FINAL_REV%2010-10-2019.pdf.

We are happy to assist individuals with disabilities who require reasonable accommodations to complete the employment process, provided that you notify Employment Services no later than the closing date of the announcement.

The successful applicant will be required to provide proof of authorization to work in the U.S.

For more information about our application process contact:
Employment Services
Foothill-De Anza Community College District
12345 El Monte Road
Los Altos Hills, California 94022
Email: employment@fhda.edu
http://hr.fhda.edu/

To apply, visit https://fhda.csod.com/ux/ats/careersite/4/home/requisition/2000?c=fhda

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jeid-85707492369f6843b19d04002856f6b8

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff

Foothill-De Anza Community College District

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