



<https://exigentservicesllc.com/job/help-desk-team-leader/>

## Help Desk Team Leader

### Description

Key Requirements:

The ideal candidate must possess the following:

- ☑ Possession of a 2-year degree or an appropriate equivalent, plus three years of experience in an inbound call center environment (Additional experience as described in the examples of duties may be substituted on a year-for-year basis up to a maximum of four years for the required education.)
- ☑ Two years installing, configuring, maintaining, and trouble-shooting personal computers and related equipment, operating systems, and software applications, preferably in a large, multi-site agency.
- ☑ Experience with remote troubleshooting preferred.

### Responsibilities

- Supervise and provide feedback to helpdesk technicians.
- Supervise the daily operations of the call center.
- Serve as "2nd Level" support for Help Desk technicians.
- Provide metrics reporting to Technology Support Manager.
- Maintain documentation for processes and procedures.
- Communicate with all levels of customers verbally and in writing.
- Troubleshoot computers, peripheral equipment and software.
- Proactively provide peer support.
- Follow BCPS Board and department policies and procedures.
- Assist help desk technicians as needed with organizing and prioritizing tasks.
- Communicate technical issues, risks, and approaches.
- Work as part of a team.
- Attend trainings facilitated by other DoIT departments to gain knowledge that will be shared within TSS.
- Create procedures for the call center.
- Install and configures applications and other supported software packages.
- Perform basic troubleshooting and triage of computers via remote computer access and phone.
- Resolve routine issues and problems related to hardware and software.
- Create tickets for all problems called into the Technology Helpdesk.
- Assist clients with resolving device related issues via telephone support.
- Record activities in the service desk software system.
- Create and validate internal supported system documentation submissions.
- Communicate technical issues, risks, and approaches to clients and helpdesk technicians.

### Qualifications

Required Skills:

- Possession of a valid class C Maryland driver's license or an equivalent is required.
- Knowledge of computer operations and support.
- Effective verbal and written communication skills.
- Knowledge of operating systems, software applications, hardware equipment, cabling components, and some AN equipment.
- Skill in installing, configuring, maintaining, and trouble-shooting personal

### Hiring organization

Exigent Services LLC

### Employment Type

Full-time

### Job Location

Baltimore County Public Schools, ,  
Maryland, US

### Date posted

August 15, 2023

computers and related equipment.

- Skill in installing, configuring, maintaining, and troubleshooting operating systems, software applications, and cabling components.
- Skill in providing technical assistance, guidance, and training to users of varying levels of skills and abilities.
- Skill in communicating complex, technical concepts to clients, non-technical staff, and others.
- Skill in establishing and maintaining effective working relationships.
- Skill in effectively prioritizing assignments and tasks.
- Skill in communicating clearly and effectively.
- Proficiency with Microsoft Office productivity tools.
- Ability to provide consistent quality customer service.
- Ability to deescalate customers.
- Ability to maintain confidential information.
- Ability to supervise a team of helpdesk technicians.