



Opening Date: 10/16/2018
Closing Date: Open Until Filled

**Vacancy Announcement #02-19
IT Help Desk Supervisor
(Temp. to Perm.)**

SALARY: NEGOTIABLE

DC Residents Preferred

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

Events DC is seeking a full-time IT Help Desk Supervisor to lead our Help Desk operation and ensure outstanding technical support for Events DC staff. Reporting to the Manager, Network Operations, the IT Help Desk Supervisor will orchestrate the successful and timely delivery of support services to approximately 300 users at four office locations. This position will oversee the Information System Specialists.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment.

- Serves as Lead Administrator for Help desk ticketing system
- Prioritize and manage support activities – general break/fix, software rollouts, hardware rollouts, etc
- Analyze and report out on Help Desk service metrics
- Develop, document and maintain policies and procedures related to Help Desk processes
- Handle escalated Help Desk technical issues
- Provides concierge level support for Executive Staff
- Recommend new technologies to improve productivity

SUPERVISORY RESPONSIBILITIES:

- Responsible for supervising 2-3 employees.
- Must have experience coaching, mentoring, implementing staff development programs and performance feedback.

EDUCATION and/or EXPERIENCE:

A bachelor's degree or extensive college-level coursework in computer science and 3 year's prior experience, management step responsibilities in a technical support role, in a comparable computing environment.

- Experience implementing and administering service desk software, Windows 10, PC/Mac OS hardware, and Office 365 is required
- Expert troubleshooting skills required
- Solid understanding of networking (e.g., Ethernet, IP addressing, DNS, DHCP) is highly desired
- Must have a strong customer service orientation and excellent verbal and written communication skills

SKILLS, KNOWLEDGE AND ABILITIES

- Excellent written and oral communication skills required. Must be able to express ideas and convey information effectively, both orally and in writing.
- Must have the ability to defuse stressful situations, calm users in distress, and assist non-technical users.
- Basic mathematical skills required.
- Exercises sound analytical judgment and demonstrates proven problem solving skills. Must have the ability to troubleshoot software and hardware problems and initiate timely corrective action. Must possess the ability to quickly identify, understand and implement new technology in a rapidly-changing environment. Must possess a strong work ethic, positive attitude and be able to think creatively.
- Experience in preparation of project/task plans and schedules, and status reports, as well as coordination of the activities of outside vendors is preferred. The ability to manage time and resources in order to deliver results on schedule with minimal supervision is required.
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- Experience in standard office environment; a portion of work will be conducted in a secure computer room. Some after business hours work may be required.
- May be required to lift up to 40 lbs.

CORE COMPETENCIES (SPECIALIST)

- Job Knowledge and Technical Expertise
- Strategic Thinking
- Project Management
- Problem Solving
- Attention to Detail

MINIMUM QUALIFICATIONS

- Bachelor's degree required or MBA preferred with extensive college-level coursework in computer science and 3 years' prior experience.
- Supervisory responsibilities in a technical support role, in a comparable computing environment.
- Experience implementing and administering service desk software, Windows 10, PC/Mac OS hardware, and Office 365 is required.
- Expert troubleshooting skills required.
- Solid understanding of networking (e.g., Ethernet, IP addressing, DNS, DHCP) is highly desired.
- Must have a strong customer service orientation and excellent communication skills, verbal and written.
- Prior experience working with C-level executives, or law-office experience strongly preferred.

REQUIREMENT

- All positions require candidates to successfully complete our background screening process

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:

<http://careers.wcsa.com/employment/application.aspx>

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001**

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.