

## **UPMC Beacon Hospital**

### **Job Description**

<b>Job Title</b>	<b>Helpdesk Coordinator</b>
<b>Department</b>	<b>IT</b>
<b>Reports to</b>	<b>Manager of Applications (Dotted Line Director of IT, ICSD)</b>
<b>Date</b>	<b>March 2012</b>

### **Overall Purpose of Job**

Manage day to day operation of UPMC Beacon IT helpdesk, and provide day to day supervision and direction to two helpdesk Support Analysts. Act as liaison and coordinator for the helpdesk with other UPMC Beacon hospital departments, external users, UPMC and external vendors. Develop and monitor all activities of the helpdesk staff in service delivery to UPMC Beacon hospital end user community. Possess superior working knowledge and skills related to Windows operating system and multi-platform environments, such as servers and mainframes, and UPMC Beacon standard desktop computer design, function, software, data communications and network troubleshooting, and related IT resources for Level 1 service request resolution within service levels, and parameters for escalation to Level 2 support. This position establishes relevant helpdesk metrics and develops appropriate reports of service levels. Provide input and recommendations for Level 1 and Level 2 areas of service delivery improvement. Function as lead project manager for various UPMC Beacon helpdesk projects, as assigned. Act as representative of the helpdesk at all meetings and functions, communicating the help desk process, as well as UPMC Beacon hospital end user requirements for service improvement and customer service excellence.

### **Key Responsibilities and Deliverables**

1. Provide service to UPMC Beacon hospital client community, patients, families and visitors, while protecting the integrity and confidentiality of all data and information through physical and electronic measures.
2. Supervise the efficient operation of the helpdesk in providing comprehensive, quality service to UPMC Beacon hospital end-users and staff.
3. Troubleshoot problems and issues related to support service delivery in a timely fashion.

4. Screen resumes, interviews, and recommends promotions of helpdesk staff.
5. Provide job performance evaluations, as required.
6. Assist in the development; review and editing of helpdesk job descriptions, as necessary.
7. Assist in the development of and participation in Service Level Agreements between UPMC Beacon Hospital IT and internal departments/external groups.
8. Monitor such Service Level Agreements for overall compliance.
9. Immediately notifies the Manager of Application Support, and/or ICSD Director of IT, of SLA non-compliance areas, requesting enforcement of, and/or recommending changes or amendments to the particular SLA, as identified.
10. Monitor the helpdesk daily ACD, Level 1 support, and escalation to Level 2 support for compliance with service levels.
11. Evaluate individual staff functioning and identifies areas for improvement.
12. Make recommendations for additional training for staff, as identified, to improve staff service delivery, on an ongoing basis.
13. Identify root problems which may negatively affect the helpdesk service delivery and notifies the Manager of Application Support and/or the ICSD Director of IT, with recommendations, as identified.
14. Submit monthly reports for measuring helpdesk service levels, as required. Submit additional reports, as determined by the Manager of Application Support and/or the ICSD Director of IT.
15. Develop, monitor and supervise the helpdesk disaster recovery plan, as determined by the Manager of Application Support and/or the ICSD Director of IT.
16. Identify and investigate purchase needs for the helpdesk and submits requests, as authorized.
17. Coordinate and monitor helpdesk services with other support service groups within UPMC Beacon IT and UPMC.
18. Ensure that the helpdesk is compliant with the information needs of user requests escalated to Level 2 support, through the Incident Tracking System or other escalation measures (i.e. paging, email).
19. Act as lead project manager, for all projects and special assignments received from the Manager of Application Support and/or the ICSD Director of IT.
20. Delegate and/or assigns projects to helpdesk Support Analysts.
21. Track project status reports submitted by helpdesk Support Analysts.
22. Communicate project status to the Manager of Application Support and/or the ICSD Director of IT.
23. Review training requirements for the helpdesk staff. Investigate training availability and costs.
24. Coordinate cross training activities between helpdesk, other UPMC Beacon and UPMC IT staff.
25. Monitor the Incident Tracking System database system for all requests assigned to groups monitored by the helpdesk to ensure service levels are being met.
26. Work with the helpdesk staff to ensure the timely resolution of requests at Level 1 and appropriate escalation to Level 2 support.
27. Troubleshoot and work to resolve requests which are sent back to the helpdesk, as received and within service levels.

28. Identifies and corrects any root problems, such as staff need for retraining, communication issues with Level 2 support, and make recommendations for correction to the Manager of Application Support and/or the ICSD Director of IT.
29. Supervise helpdesk staff compliance with UPMC Beacon IT, UPMC, ISD, and ISD Technical Services Department Policies and Procedures.
30. Notify the Manager of Application Support and/or the ICSD Director of IT, of any ISD Helpdesk staff out of compliance with such policies and procedures and any actions taken, as necessary.
31. Visit helpdesks and call centers in the area, to benchmark practices and solutions.
32. Submit reports on these initiatives to the Manager of Application Support and/or the ICSD Director of IT.
33. Conduct helpdesk meetings, on a regular basis or at least twice per month. Ensures that helpdesk staff are informed and remain current on changes and information related to or having an impact on UPMC Beacon hospital end user and IT support services.
34. Highly motivated to follow project management, systems/software processes, measurement disciplines, and process improvement (CMMI/ITIL) to improve product and services quality to achieve business objectives.
35. Problem Resolution - Resolves highly complex problems, often collaborating with other experts to do so. Recognizes subtle changes or problems in application or system performance, and intervenes flexibly/creatively to improve performance.
36. Business Partnership - Monitors IT performance against established service levels and intervenes to remove service or product quality problems. Persuades business partner to fund and implement technology enhancements. Negotiates service level agreements based on goals, objectives, business partner needs and industry benchmarks. Persuades IT to support needs and priorities of business partner. Acts as a key resource to business partner management team. Matches LOB needs and functional resources. Reallocates priorities to meet emerging business needs. Takes initiative to persuade business leaders to fund and implement technology enhancements. Has expert knowledge of how LOBs function and provides expert guidance and assistance in prioritizing technology.
37. Project Management - Defines project scope, objectives, and client requirements. Creates project schedule, cost/financial plan, risk mitigation plan, communications plan, quality plan, change control plan, and resource plan to meet project goals within the project scope, timeline, and budget. Creates a participative, collaborative work environment. Mentors and coaches to develop project team members. Balances development of personnel needs with requirements of engagement. Identifies and communicates follow-on opportunities and implications of current work.

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### Person Specification

<b>Qualifications</b>	<p>4 year academic degree includes courses in computer programming, systems analysis, system development, or systems engineering OR has acquired Core IT skills and knowledge via practical experience.</p> <p>Serve as lead resource for dealing with challenging technical or business issues.</p> <p>Demonstrate prevention techniques to avoid repeat issues and crisis situations.</p> <p>Knowledge in a primary discipline and working knowledge in multiple relevant disciplines to create solutions for highly complex business situations.</p> <p>Demonstrate success leading teams or collaborating with business partners and peer-level professionals from other IT specialties from UPMC Beacon IT or vendor or consulting organizations.</p> <p>Establish and refine the essential IT principles, departmental policies, procedures and analytical rules that guide their application in practical situations.</p> <p>Additionally, this position will be required to work shifts and provide On-Call IT support. On-Call IT support requires 24 hours per day, 7 days per week availability during the On-Call period. The frequency varies based upon the number of colleagues in the rotation.</p>
<b>Experience</b> (Amount and Type)	<ul style="list-style-type: none"><li>• At least five years experience in providing leadership of an IT helpdesk.</li></ul>
<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"><li>• Ability to demonstrate respect and recognition towards a healthy work environment.</li><li>• Understands need for customer satisfaction.</li><li>• Creates and facilitates collaboration and cooperation among diverse groups.</li><li>• Ability to solve problems and make decisions.</li><li>• A positive and strategic thinker.</li></ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"><li>• All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager and / or hospital management.</li></ul>

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**This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.**

**Job Description received by employee**

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**Signature**

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**Date**