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1 ENGAGEMENT MANAGEMENT JOB DESCRIPTION AND QUALIFICATIONS

Major Responsibilities/Results/Outputs

The Engagement Management role will be responsible for managing Contractor resource planning, addressing performance issues, and will act as the escalation point when issues arise with Contractor's resources and/or services and managing any dispute or conflict. The Engagement Management role is accountable for the successful completion of all aspects of the resulting Contract.

The Engagement Management role must be available by phone 24 x 7 x 365 for the duration of the contract.

2 SERVICE DESK JOB DESCRIPTIONS AND QUALIFICATIONS

2.1 SERVICE DESK SUPPORT TECHNICIAN

Major Responsibilities

Duties include but are not limited to the following:

- Act as single point of contact for all End Users to direct questions and report Issues.
 - Professionally and courteously answer Service Desk inquiries.
 - Use ServiceNow for documenting End User Issues; monitoring work queues, and opening, updating, and closing tickets.
 - Accurately document the details of the End User Issue in the ticket, document the diagnostic steps performed when troubleshooting the Issue, and assist the End User with resolution using existing procedures and documentation.
 - Communicate with End Users any ITS scheduled downtime, existing Incidents, or other types of Issues where End Users should be notified.
 - Use ITS provided tools to assist End Users.
 - Use ServiceNow Knowledge to support the core products/enterprise systems supported by the Service Desk.
 - Provide support and basic information for MS Office products (Word, PowerPoint, Excel, Access, Outlook, etc).
 - Reset passwords for applications to which the Service Desk has been given rights.
 - Provide mobile device support in assisting End Users with setting up accounts on issued devices and resolving password issues.
 - VOIP Phone Support: password resets, logging into self-care portal, move/add/change phone.
 - Assist staff with technical support of desktop computer applications, peripherals, and related technology.
 - Ability to work independently and cooperatively within a team environment.
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2.2 ITS SERVICE DESK MANAGEMENT

Major Responsibilities

The ITS Service Desk Management role supervises, manages, and directs Service Desk support, which encompasses Service Desk Support Technicians. Duties include, but are not limited to the following:

- Train Service Desk staff to effectively provide IT support to all End Users. Establish, implement, and maintain a cross-training program for Service Desk staff.
- Monitor work plans for progress, provide feedback, mentoring, and corrective action to assigned staff.
- Review staff performance by analyzing open tickets, call management phone logs, and Customer Satisfaction surveys.
- Generate staffing plan and procedures to be implemented to handle 24x7x365 operations.
- Develop, implement, and maintain procedures for routing and escalating Issues.
- Identify recurring Problems, report trends to management, and recommend strategies and tactics for reducing call volumes such as system fixes, training, policy and procedural adjustments.
- Develop monthly report metrics for all groups involved in receiving tickets from the service desk. Report includes information on percentages of SLA met for response and resolution, number of tickets opened/closed, tickets that did not meet SLRs, and Customer Satisfaction results.

3 END USER BREAK-FIX SUPPORT JOB DESCRIPTIONS AND QUALIFICATIONS

3.1 END USER BREAK-FIX SUPPORT MANAGEMENT

The End User Break-Fix Support Management role is responsible for oversight of the Contractor End User Break-Fix Support staff.

3.2 END USER BREAK-FIX SUPPORT TECHNICIAN

Major Responsibilities

Duties include, but are not limited to, the following:

- Use ServiceNow to accept tickets for dispatch; document End User Issues; monitor work queues; open, update and close tickets.
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- Accurately document the details of the End User Issue, document the diagnostic steps performed when troubleshooting the Issue, and assist the End User with resolution using existing procedures and documentation.
 - Dispatched to replace Personal Computers, laptops, zero clients
 - Support printers in a network environment, including Plotters, MFD and MFP equipment.
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