



Circular Details

Job Title : IT Specialist/Supervisor

Designation : System support

Experience : 2 to 5 years

Age : 25 to 40

Salary Range : Negotiable

Vacancy : 1

Posted Date : 29-08-2019

Last Date to Apply : 01-09-2019

Job Description

The IT Service Desk Supervisor provides direct supervision to a team of 2 help desk support staff. This person will have responsibility over IT department. who work under the same team umbrella but are assigned to other supervisors. Demonstrates leadership through coaching, mentoring, and example setting.

Keeps staff accountable and ensures they are performing to department standards. Provides direction to staff according to established policies and procedures.

Functions as an advisor to help desk support staff and makes recommendations based on information analysis. Analyzes and resolves complex problems, interprets policies, and demonstrates solid subject matter expertise.

Responsibilities IT Supervisor is a front-line leader responsible for monitoring the day-to-day activities of the HelpService Desk with primary responsibilities over the Technical Support Team.

IT Service Desk Supervisor plays a key role in providing technical and business support to a wide spectrum of customers including faculty, staff, students, physicians, nurses, patients, and affiliates.

The IT Service Desk Supervisor ensures a positive experience is delivered in every customer interaction by maintaining a strong team focused on excellent customer service in incident resolution and timely request fulfillment.

This person is also responsible for the scheduling of service desk staff and managing the daily queue of incoming calls and tickets. He/she is the first reviewer for new applications, changes in workflow and / or procedures and the distribution of these changes to the staff.

He/she will have oversight over staff training material and ensuring that all staff complete all training requirements. He/she will also be responsible for metrics related to the performance of the service desk.

IT Supervisor Desk

This desk is a one-stop shop for all IT needs. With user requests coming in, we handle more than 1,000 contacts per month arriving through multiple inbound channels (e.g. Phone, Web, Email, Chat). Our mission is to provide fast, efficient solutions. With an overall customer satisfaction rating of 95%.

IT Specialist Requirements: University degree. Degree in computer science or related field is preferable. Professional certification (e.g. CCNA, CISCO, MCSE). Strong analytical, diagnostic, and problem-solving skills. Good communication ability, both written and verbal. Personable, professional demeanor.

Please Note : Address all applications to

TO FEDERATION OF FISHERIES ORGANISATIONS UGANDA

MANDELA NATIONAL STADIUM, GROUND FLOOR,

SECTION 8, BWEYOGERERE-JINJA RD

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