

Position: **IT Service Desk Supervisor**

Location: **North Attleboro,
Massachusetts**

COMPANY

iAutomation, a high technology distributor of industrial automation components, has an immediate opening for an **IT Service Desk Supervisor** in **North Attleboro Massachusetts**. iAutomation's product offering includes machine control, motion control, sensing and vision, safety systems, mechanical components and stages. We offer engineered systems and services to provide OEM and end user customers a complete automation solution.

DESCRIPTION

The **IT Service Desk Supervisor** leads the Desktop Support Specialists Team and is responsible for providing direct support to end users. The Supervisor will be responsible for the daily Help Desk operational processes for Access, Change, Event, Incident, Knowledge, and Request Management. The Supervisor will work with the IT Manager to ensure requests are fulfilled and analyzed, and incidents and problems are escalated, resolved, and reported. Responsible for coverage across CAS business units in multiple locations. Locations are manufacturing and distribution facilities, corporate offices, and remote users.

The successful candidate will possess an aptitude for teamwork, analysis, and resolution of issues. The candidate will possess a passion for operational excellence, and will have excellent interpersonal and soft skills, to liaison with both IT and Business departments.

Responsibilities include:

- Supervision of the IT Service Desk team (1-3 Desktop Support Specialists), their supported services, and functions
- Ticket dashboard metrics development and management
- Ensure a high-level quality of service (call monitoring, tickets documentation auditing, manage ticket workloads)
- Ensure effective resource management of staffing and skill levels are maintained throughout operational hours by forecasting and managing shift staffing schedules
- Supervise staff training, providing management monthly updates on progress
- Develop and manage department and staff goals and reviews
- Participate in on-call duties

REQUIREMENTS & ADDITIONAL DETAILS

Requires a Bachelor's degree in Computer Science, Information Systems, or an equivalent combination of education, with 3+ years of professional work experience in an IT support or technology team, and 2+ years of IT desktop support supervisory experience.

Expertise with:

- Ticket dashboard metrics development and management
 - Mentoring and coaching others
 - Windows Desktop OS, Mac OS (limited)
 - Local Area Networks, TCP/IP, Wireless technology
 - Microsoft Office products, Adobe products
 - User & Security Group Active Directory administration
 - Knowledge of various smartphones (iPhone/iPad, Android)
 - Remote Desktop and VPN for assisting remote users
 - Troubleshooting laptops, desktops, tablets, printers, phones, network connectivity, wireless LAN connectivity and mobile devices
 - VoIP systems
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- Familiarity with:
 - IT systems and terminology, including Storage, Network, Applications, Mobile Device Management, Active Directory
 - IT Security Best practices
 - ITIL Foundation (preferred)
 - Preferred formal training and/or certification in A+/Network+
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- Motivated, self-starter with good attention to detail
 - Excel, Word and Outlook experience required
 - Excellent written and verbal communication skills required

ADDITIONAL INFORMATION

- Please apply to Marna Perkins at mperkins@i-automation.com
- Principals ONLY - No Recruiters Please

iAutomation Supports Equal Opportunity Employment & Diversity