



Job Title: IT Service Desk Manager
Department: Information Technology
Reports To: Director of IT Service Operations
Supervises: IT Service Desk
Job Group: First/Mid-Level Officials and Managers
Exempt or Non-Exempt: Exempt

Job Description:

This individual will provide leadership, management, and direction to the R.D. Offutt Company Information Technology (IT) service desk. Ensure the team demonstrates appropriate knowledge and expertise in both standard industry technologies and RDO specific systems and solutions.

At R.D. Offutt Company we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Manage the IT service desk team members and processes to ensure high-quality, effective and timely support to all team members.
- Maintain the IT department inventory, providing timely and accurate billing to internal customers and timely reconciliation and validation for accounting.
- Provide coverage for afterhours, emergency support issues.
- Manage the assimilation of new technologies into the IT service desk, insuring the appropriate training and tools are in place to support the new technology.
- Manage team schedules and staffing to provide desired levels of support to all stakeholders.
- Manage technology deployment projects performed by the IT service desk to insure on time completion.
- Provide call coverage for the IT service desk as needed.
- Assist the IT Director in creating a “value added” attitude within the IT department. Insure that all employees of the Company feel like they are high priority customers of IT.
- Work with all members of the IT department as a team. The person in this position must be prepared to assist with all other job functions within the department when required.
- Create a positive work environment for team members to be challenged and grow in their profession.
- Maintain a high level of communication with RDO team members concerning issue status and solutions.
- Proactively seeks customer and employee feedback, anticipates problems and responds promptly. Responds immediately to customer issues and concerns.
- Accumulate, maintain and demonstrate detailed technical knowledge of all company technology applications and platforms.

- Ensure that appropriate communications take place throughout the location/s by facilitating/participating in monthly open-book meetings, conducting regular team meetings, encouraging an open-door policy, and proactively seeking feedback from team members.
- Foster an engaged work environment within the location/s, encouraging accountability, open communication, teamwork, and a commitment to serving the customer.
- Lead and manage all business and/or department activities related to ensuring the customer experience is positive and that all team members are committed to creating solutions and long-term relationships with customers.
- Ensure that the company/location reputation and image in the community is consistent with RDO Core Values, and that business relationships with all stakeholders are not compromised.
- Manage the evaluation, allocation, and management of physical and financial resources and administer the hiring, development/training, management, evaluation, and effective assignment of people resources.
- Responsible for ensuring that sound and safe business practices and processes are implemented and continuously improved to effectively and efficiently achieve ethical business objectives.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Minimum of five years of IT experience with a track record of increasing responsibility.
- Proven ability to manage people.
- Associate degree or higher in Accounting, Computer Science or Management.

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting			X	
Walking		X		
Standing		X		
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___		X		

Is repetitive use of hand required?		X		
Simple Grasping		X		
Power Grasping		X		
Fine Manipulation		X		
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.		X		
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.		X		
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?		X		