



Manager, HelpDesk

Overview and History:

The Jewish Federation of Palm Beach County (JFPBC) is a 501(c)3 nonprofit organization dedicated to transforming, inspiring, and saving lives in the Palm Beaches and 70 countries worldwide. Each year, JFPBC inspires thousands of community members to contribute, volunteer, and participate in programs that generate more than \$50 million, creating a powerful impact in the community. Working every day to improve the lives of Jewish people, JFPBC funds 13 agencies and programs in the Palm Beaches and around the world to strengthen the social service network for all, build a strong and inclusive Jewish community, and provide help to those struggling through adversity.

JFPBC seeks a Manager, Helpdesk to support customers using a tier-support approach and ensure that the helpdesk is the first technical support line. The ideal candidate possesses outstanding customer service, technical aptitude, experience as a service desk supervisor or higher, and a desire to "own" customer incidents and requests for resolution. The Manager, HelpDesk oversees level one service desk agents, serves as a technical escalate point of contact, and provides customer service and technical support through analysis and problem-solving via report measuring and incident management analysis.

Essential Duties and Responsibilities:

- Consults with staff to ensure that systems and applications are fully functioning.
- Maintains a tier-support and ticket delegation system.
- Documents changes of systems and applications.
- Constantly evaluates and improves the service desk ticket management lifecycle.
- Ensures all calls are promptly answered during business hours, and all tickets are logged. Establishes and manages a process to ensure aging tickets are closed in a timely manner.
- Manages, administers, and maintains the service desk platform and incident management module.
- Manages a small team responsible for end-user support, including scheduling resources needed on and offsite to support all technical business operations.
- Provides tier 2 and 3 support to our customers as needed.

Compensation and Benefits:

In addition to a competitive salary, JFPBC currently offers the following benefits:

- A portion of medical and dental premiums are Federation-paid.
- 100% of vision premiums are Federation-paid.
- Federation contributions toward HSA accounts.
- Federation-paid Life/AD&D policy.
- Federation-paid long-term disability (LTD) insurance.
- Medical and dependent-care Flexible Spending Accounts (FSA).
- Hybrid work schedule.
- Professional development and training opportunities.
- Paid vacation and sick leave.
- Generous paid holiday schedule

Position Summary

Posted: February 2024

FLSA Designation: Exempt

Full/Part-Time: Full-time

Qualifications and Success Factors:

- Associate degree in computer science or information technology management required, bachelor's or greater preferred.
- Three or more years' experience in service management and technical support experience in a helpdesk environment or equivalent combination of relevant education, experience and skills required.
- Excellent customer service skills and ability to communicate effectively with people at various levels of technical knowledge.
- Excellent Windows-based PC troubleshooting skills are required.
- Excellent written and verbal communication skills required.
- Strong knowledge of basic office computing, including MS Office (Outlook, Word, Excel, PowerPoint, Teams), Zoom and basic database skills required.
- HDI or ITIL certification is preferred.
- Experience with Office365 environment and proficiency with Microsoft network environments preferred.
- Experience with IT Service Management systems is a must.
- Experience creating support documentation.
- Knowledge of form design, building and maintaining dashboards, and reporting tools required.
- Attention to detail with a systematic approach to work, documenting work in approved organizational systems, and the ability to analyze data for support improvement.
- Must be able to work off-shift hours including nights and weekends, as needed.

Apply online via JFPBC's [Career's page](#), or email resume and cover letter to: HRrsvp@jewishpalmbeach.org

JFPBC strongly encourages applications from individuals with varied identities and backgrounds. As an equal opportunity employer, all individuals are encouraged to apply without regard to race, color, religion, age, disability, national origin, gender, sexual orientation, marital status, ancestry, genetic information, medical condition, veteran status, financial status, or any other class protected under federal, state, or local laws.