

JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT (LVCCLD)

JOB TITLE: IT Service Desk Manager

EXEMPTION STATUS: Exempt

JOB CATEGORY: Officials and Administrators

BARGAINING UNIT: Manager

GENERAL SUMMARY:

Under the general direction of the Library District's (District) Director of Information Technology, the Service Desk Manager is responsible for leading the IT support operations for the Las Vegas-Clark County Library District. This role oversees the service desk team to ensure timely and effective resolution of technical issues, high-quality customer service, and continuous improvement of support processes.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Manage daily operations of the IT service desk, ensuring efficient handling of incidents, service requests, and problem resolution.
2. Supervise and mentor service desk staff, providing training, guidance, and performance evaluations.
3. Develop and implement service desk policies, procedures, and performance metrics to enhance user satisfaction and support efficiency.
4. Monitor and analyze service desk trends and KPIs to identify areas for improvement.
5. Collaborate with IT leadership and technical teams to escalate and resolve complex issues.
6. Maintain accurate documentation of support processes, ticket resolutions, and user guides.
7. Ensure proper onboarding and support for new technology rollouts across the district.
8. Provides administrative supervision to assigned staff, including but not limited to:
 - Performance Coaching & Management;
 - Career Counseling & Development; and
 - Conflict Resolution.
9. Ensures District compliance with all federal, state, and local laws, regulations, codes, and District Policies and Procedures.

10. Stays abreast of current and future trends in Information Technology, Library Administration, and Public Administration, and makes recommendations regarding future District Strategies and Planning.
11. Performs other duties as assigned.

CORE COMPETENCIES:

- Customer Service
- Public Service Ethics
- Strategic, Operational, and Administrative: Planning, Organizing, Directing, Staffing, Reporting, Coordinating, and Budgeting
- Public Speaking
- IT Service/Help Desk Management

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

● **EDUCATION:**

Required: Bachelor's degree in Information Technology, Cybersecurity, or related field.

Preferred: NA

● **EXPERIENCE:**

Required: Three (3) years of experience in network IT support or service desk management.

Preferred: NA

● **LICENSE AND CERTIFICATION:**

Required: NA

Preferred: Relevant information technology certifications (e.g., ITIL).

- **PHYSICAL REQUIREMENTS:** Work is primarily performed in an office setting. Ability to lift up to 10 pounds maximum, and occasionally lifting and/or carrying such articles as computer/network equipment. Although work is performed in an office setting, a limited amount of walking or standing is often necessary to carry out job duties. The role may require after-hours availability for emergency response and critical maintenance.

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of ITSM tools and support ticketing systems.
- Knowledge of security tools, network monitoring solutions, and incident and response techniques.

- Ability to collect, organize, analyze, and interpret information to solve problems and improve processes.
- Ability to maintain effective interpersonal relationships and lead staff.
- Ability to communicate complex technical information to diverse audiences.
- Ability to lead and implement change initiatives related to administrative processes and technologies.
- Ability to travel as required.

DEVELOPED: **October 21, 2024**

REVISED: **July 7, 2025**