

## Support Center Positions

**Call Screener/Dispatch:** This position collects information from the customer, including contact information and details about the incident or service request, then routes the ticket to level 1 support or another appropriate contact. Call screeners/dispatchers differ from level 1 support in that they are not expected to resolve problems or answer questions.

**Customer Service Representative:** The customer support professionals who receive and handle customer inquiries, most often for nontechnical issues. They are expected to provide answers to common questions, perform routine procedures to resolve a high percentage of inquiries, and route more complex issues to a higher level of support.

**Level 1 Support/Support Center Analyst:** The frontline technical support professionals who receive and handle tickets. These professionals are responsible for providing customers with information, restoring service, providing specific services, and escalating tickets to a higher level of support. These individuals are typically technical generalists.

**Level 2 Support:** The technical support professionals who handle tickets that are escalated from level 1. These professionals require greater technical skills and/or access rights than level 1 support personnel. They are typically technical specialists and may also be responsible for participating in root cause analysis of problems. (Note: This definition does not include desktop support technicians, who are defined separately.)

**Level 3 Support:** The technical support professionals who build, maintain, and/or enhance technical products and services. These professionals are typically “engineer”-level staff. They are involved when the ticket cannot be resolved by either level 1 or level 2, and when there is high business impact or urgency. Level 3 support is commonly either an internal engineering/development team or an external vendor.

**Support Center Team Lead:** Previously referred to as support supervisor. The technical support professionals who oversee the day-to-day activities of a team of support staff. These professionals serve as the communication link between the team and the manager, as a coach or mentor to support staff, and are often the first point of internal escalation within the support center. Other possible titles include coordinator, supervisor, or senior analyst.

**Support Center Manager:** The management professionals who manage a team of support center analysts and/or team leads while executing the operational and tactical plans of the support center and satisfying customer and business needs. Their responsibilities may include recruiting and hiring, performance management, monitoring and reporting metrics, and ensuring that process are followed and service levels are met. Other possible titles include help desk manager or service desk manager. This position typically reports to the support center director.

**Support Center Director:** Previously referred to as director of support. The management professionals who are responsible for leading the support organization as a whole, rather than a specific support center. Their responsibilities may include overall service delivery, strategic direction, business alignment, financial accountability, and performance reporting. In addition to the support center(s), this person may also oversee other departments involved in technical support, such as desktop support. Other possible titles for this position include senior director, senior manager, or vice president. Support center managers report directly to this individual.

### Desktop Support Positions

**Desktop Support Technician:** IT support professional who responds to incidents escalated by the service desk that are related to customer equipment; additional skills, knowledge, tools, or authority are required. They may resolve the incidents remotely, desktside, or via equipment returns.

**Desktop Support Team Lead:** An advanced DST who, in addition to DST responsibilities, provides training, mentoring, and/or coaching for a team of DSTs, but does not have direct staff management responsibilities. May have oversight responsibility for processes, project management tasks, and/or providing support to management.

**Desktop Support Manager:** Manages a team of DSTs and/or supervisors while executing the operational and tactical plans of desktop support, and satisfying customer and business needs. Responsibilities may include performance management, monitoring/reporting metrics, audits, purchase approvals, and other similar job functions.

**Director of Desktop Support:** The responsibilities of this role are broader than an individual desktop support team. Managers of desktop support teams report to this person. This position may also be referred to as a senior manager.

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HDI is the world's largest IT service and technical support membership association and the industry's premier certification and training body. Guided by an international panel of industry experts and practitioners, HDI is the leading resource for help desk/support center emerging trends and best practices. HDI provides members with a vast repository of resources, networking opportunities, and the largest industry event, the HDI Annual Conference & Expo. Headquartered in Colorado Springs, CO, HDI offers training in multiple languages and countries. For more information, call +1 719.268.0174 or visit [www.ThinkHDI.com](http://www.ThinkHDI.com).