Sul Ross State University
Position Description

Official Title: Helpdesk Coordinator   **Salary Group**: Unclassified (3)   **Job Code**: 3800
$42,100 - $47,700

Summary:
The Helpdesk Coordinator receives, manages and processes helpdesk calls, assigns requests to field technicians and students. This individual manages student employees and field technicians on day to day activities and is involved in the management of labs and technology enabled classrooms. Responsibilities include researching problems, analyzing user needs, escalating issues, categorizing and reporting on requests, and providing other customer focused services.

Duties
The successful candidate for this position will receive, log, and track problem notifications, support-request, enhancement-request, and service-inquiry calls. Triage and log problems and requests for support; resolve issues immediately when possible or escalate and appropriately route more difficult problems and support requests to the correct team to resolve them. Communicate progress toward resolution and current ticket status to the appropriate personnel and to the customer. Ensure customer acceptance of resolution. Execute strategies to effectively improve performance and meet customer expectations. Assist with documenting all standard operating procedures and routinely update that documentation as procedures change. Provide remote technical support when appropriate. Provide basic user training on common tools and applications as needed. Train and manage student workers. Manage the university computer labs and technology classrooms, including maintaining computers and equipment in these areas. Manage full time technician workloads and day to day activities. Develop strategies to improve on-call resolution rates and time-to-resolution for all requests. Develop and follow procedures related to how problems are identified, received, documented, distributed, and corrected. Work collaboratively with employees in other OIT departments to resolve all technology issues. Keeps an eye on future technology to be aware of incoming student needs and helps to integrate it into the university. Additional responsibilities as directed by the supervisor consistent with rank and position.

Support: Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times.

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Supervision
Received: General supervision by Director of Technology Services.

Given: Student assistants and graduate assistants (As available and appropriate), and the field technician team.

Education
Required: Associate's degree in Information Technology or Customer support

Preferred: Bachelor's Degree and 3 or more years of related work experience

Experience
Required: Demonstrated experience in delivering customer support, excellent analytical, organizational and communication skills, ability to multi task and excellent interpersonal skills.

Preferred: Working knowledge of TCP/IP required; working knowledge of MAC OS, Microsoft certifications (MCITP); experience triaging multiple calls and issues that are reported to the helpdesk

Working Conditions
Usual: Office conditions, exempt from overtime provisions. Position is Security Sensitive.

Any qualifications to be considered in lieu of stated minimums require the prior approval of the Human Resources Director.

Date revised: April 2015