



Savannah State University Position Description – Helpdesk Coordinator

POSITION DESCRIPTION

Position Title: Helpdesk Coordinator FLSA Status: Exempt
Reports to: Technology Support Manger
Department: Computer Services and Information Technology
Date Prepared: January 2008

BASIC FUNCTION

The incumbent in this position manages the day-to-day operations of the centralized helpdesk and supervises student workers that perform helpdesk services. The university helpdesk is the single point of contact for faculty, staff, and students to call or visit for any technology related problem or issue. The helpdesk provides frontline support for trouble calls and also provides limited hardware and software support for personally owned equipment for staff, faculty, and students.

NATURE & SCOPE

Reporting to the Technology Support Manager, the incumbent manages all aspects of the helpdesk including phone and desk support, initial troubleshooting of hardware and software, student worker scheduling, and maintaining the helpdesk system. The incumbent also conducts trend analysis, utilizes process improvement techniques, and complies with industry standards governing customer support and helpdesk functions.

PRINCIPAL ACCOUNTABILITIES

- Answer phones and provide level 1 technical support
- Utilize remote control software to troubleshoot remote computer problems
- Triage calls and assign to appropriate worker
- Provide walk-in support services
- Troubleshoot hardware and software problems
- Monitor daily activities of student workers
- Run reports and identify problem areas or trends

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

This position requires a four-year college degree with three or more years experience in a helpdesk or computer service related field. In addition, strong application and troubleshooting skills used to correct computer systems hardware and software are also required. Demonstrated experience and exposure in the security arena dealing with security-related issues a plus. Industry certifications in helpdesk management and security highly desirable: HDI, CHDP, Certified HelpDesk Manger, CISSP