

Warren Wilson College
Position Description

POSITION TITLE: Helpdesk Coordinator

REPORTS TO: Computing Services Manager

DEPARTMENT: Computing Services

FLSA STATUS: Exempt

POSITION SUMMARY:

The Helpdesk Coordinator is responsible for managing the daily computing support operations for the College. This person selects, trains, oversees and mentors the student and graduate employees that comprise the helpdesk staff for phone, on-site, and workshop repair. The Helpdesk Coordinator oversees all hardware and core software offerings including offices and computer labs.

SPECIFIC RESPONSIBILITIES:

1. Manage personnel for the primary student work crew, including, but not limited to hiring, termination and performance evaluation (10-15 people).
2. Create and deliver training sessions on a wide range of computing topics such that crew can effectively investigate, troubleshoot, and resolve hardware, software, and data communication problems.
3. Determine work processes and techniques for all facets of crew duties such as machine preparation, diagnostic procedures, repair methods, security, malicious software removal, etc.
4. Directly supervise flow of support requests at the Helpdesk and primary lab in the Bannerman Technology Center. Delegate work among appropriately amongst the crewmembers taking on critical, confidential, or complicated jobs as necessary.
5. Responsible for core help desk operational software such as work order, client management, and inventory systems. This may include programming, updating, or making purchase recommendations as appropriate.
6. Oversee the deployment and maintenance for all of the general and teaching labs across campus including disk protection, security policy, and writing custom scripts as necessary to automate common needs.
7. Supervise the maintenance of all office computing hardware including repair, upgrades, and replacement recommendations.
8. Work directly with vendors to submit and track trouble calls for equipment under warranty. Oversees out-sourced equipment repairs that exceed the Computing Services scope or time limitations.
9. Maintains hardware and software inventory, software archive, organizes and facilitates documentation, and assists with license tracking.
10. Assist Network Systems Administrator with critical outages as well as server and network infrastructure maintenance.
11. Assist Computing Services Manager with hardware and software purchases.
12. Work with Computing Services Manager and Network Systems Administrator to

- accomplish long term planning, decision-making, and project implementation for department.
13. Completes or assists with additional software development projects as time permits.
 14. Assists with Computing Services website maintenance as time permits.
 15. Participates in committees and college functions as appropriate.
 16. Performs other related duties as requested.

WORKING CONDITIONS:

- Shared office environment
- Able to access office and academic buildings, that may not have elevators and are located on uneven terrain; and lift up to 50 pounds.

QUALIFICATIONS:

1. At minimum a two-year technical degree with two years of experience or five years of experience required; Professional Bachelors' degree or above is highly desirable.
2. Technical personnel management experience and/or equivalent business education highly desirable.
3. Strong training and organizational skills are required.
4. Must possess strong interpersonal and communication skills, able to teach and ensure quality customer service for computing services clientele.
5. Extensive hands-on knowledge and troubleshooting skills of PC and Macintosh hardware, operating systems, and software is required.
6. Experience with Windows and Mac OS X in a networked environment, including experience working with Ethernet and wireless configuration and cabling.
7. Programming/Scripting experience desirable.
8. A+ Certification is highly desirable
9. Experience using Linux and/or Unix desirable.