Saint Michael's College
Job Description

Job Title: Helpdesk Services Manager

Department: Information Technology

Supervisor or Manager: Associate Director for User Services

Date Created: 1/12/07  Last Revised: 1/12/07  FLSA Status: NE

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
- Daily activities of the Helpdesk are managed to provide customer-focused, timely and accurate support to faculty, students and other Saint Michael's College constituents
- Desired levels of service are maintained and customer satisfaction is increased in collaboration with other IT workgroups
- A student workforce is created and maintained that is focused on and executes excellent customer support/service

Essential Duties and Responsibilities:
- Conducts Helpdesk incident tracking, reporting and analysis
- Schedules staff for appropriate coverage of the Helpdesk
- Manages and develops the Helpdesk student workforce and provides oversight, shift scheduling, work assignments and timecard processing
- Prepares reports and related analysis, indicates progress, trends and appropriate recommendations or conclusions
- Makes recommendations for personnel actions such as hiring, performance appraisals, planning and scheduling time off
- Creates and maintains standard operating procedures and workflow for the Helpdesk
- Communicates IT services and documents best practices (print, web, cable broadcast, e-mail and voicemail)
- Maintains and services campus computer labs and classrooms, working with vendors and consultants as needed
- Triages and refers incoming Helpdesk work requests to students and other IT staff
- Provides administration of incident tracking software

Secondary Responsibilities:
- Handles advanced Helpdesk problem resolution
- Plans and projects budgetary needs for student workforce
- Provides cross-training of IT department staff
- Maintains College equipment, hardware and software inventory records

Positions Supervised:
- Helpdesk student staff – 20 to 30

Major Contacts:
- Campus community (faculty, staff, students, alumni and parents)
- Vendors (The Tech Group, others)

Demonstrates Excellence:
- Shows commitment to the Information Technology department's mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College
- Understands the important role of the department as primary information-technology provider on the SMC campus
- Demonstrates a sound understanding of academic and business processes/cycles that the department supports
- Displays an awareness of how the technologies deployed by the department affect those who use them
- Clearly understands the impact of change on customers and vendors/partners
- Creates stimulating, proactive communication plans and consistently completes projects on time and on budget
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• Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
• Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
• Remains open to continuous evaluation and improvement at all times

**Education and Work Experience:**
• Bachelor’s degree in computer science or equivalent experience and training
• Complete understanding of Microsoft operating systems and the Microsoft Office Suite of applications
• Minimum of two years experience working in a Helpdesk or Service Center and/or working with diverse clientele
• Background in management desired

**Analytic Skills:**
• The ability to use various analytical techniques to identify cause-and-effect relationships and then develop plans to change a situation.

**Language and Literacy Skills Required:**
• Prepares and delivers written and spoken information to small and large groups. Effectively manages meetings. Often in speaking, represents the institution to the audience. Communicates regularly and effectively with a wide range of groups.

**Computer/Technology Skills:**

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<th>Working Knowledge</th>
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<th>Highly Proficient</th>
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<td>Microsoft Word</td>
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<td>Web site authoring</td>
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**Licenses, Certifications and Other Requirements:**
• Support Center certification desired, but not required

**Physical Demands:**
Work is often performed in a typical office environment requiring:
• Sitting in a normal seated position for extended periods of time
• Reaching by extending hand(s) or arm(s) in any direction
• Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
• Communication skills using the spoken word
• Vision sufficient to see within normal parameters
• Hearing sufficient to hear within normal range
• No or very limited physical effort
• No or very limited exposure to physical risk

While performing the duties of Helpdesk Services Manager, occasionally the employee is required to lift and/or move 10-25 pounds.
Physical Demands (continued):
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
- Availability to work some weekends and evenings at the start of a new semester, when incidents occur off hours and as requested by management
- Oral and written communication skills sufficient to assist customers, work with vendors and consultants and accomplish assignments involving documentation of practices and procedures as well as maintenance and repair communications

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.