

Saint Michael's College Job Description

Job Title: Helpdesk Supervisor

Department: Information Technology

Supervisor: Associate Director of IT

Status/FLSA: Full-time Regular/Exempt

Salary Range: \$55,000 - \$65,000

Date Created: October 14, 2025

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 Objective:

To lead and oversee the daily operations of the helpdesk while ensuring exceptional end-user support, effective student staff management, and collaborative assistance to the data center and networking teams to maintain dependable and responsive IT services.

Essential Duties and Responsibilities:

- Supervise, train, and mentor student helpdesk staff to ensure high-quality end-user support
- Develop schedules, assign tasks, and monitor daily operations of the helpdesk
- Enforce helpdesk policies, procedures, and service-level expectations
- Monitor ticketing system to ensure timely and effective resolution of helpdesk tickets
- Provide escalation support for complex technical issues, coordinating with other IT teams as necessary
- Conduct regular performance evaluations and provide feedback to student staff
- Maintain documentation of processes, FAQs, and knowledge base articles to support staff development and user self-service
- Track and analyze helpdesk metrics to identify trends, recurring issues, and areas for improvement
- Serve as the primary point of contact for escalating user concerns
- Ensure a high standard of customer service and user satisfaction

Secondary Responsibilities:

- Provide hands-on support for routine data center operations and special projects (racking equipment, cabling, hardware checks, etc.)
- Participate in system maintenance activities, including patching, backups, hardware upgrades, etc
- Support disaster recovery testing and documentation
- Provide backup coverage for the Desktop Specialist and AV Classroom manager roles as needed, ensuring consistent support for both individual users and classroom technology.

Positions Supervised:

- Student worker staff (10-12 students)

Position's Major Contacts:

- Information Technology Department team
- Saint Michael's College faculty, staff, and students

Demonstrates Excellence:

- Answers IT tickets timely

- Engages with constituents with a high level of inclusivity, equity, and sensitivity
- Demonstrates a customer service-oriented approach when working with students and employees and has an ability to diffuse escalated customer service situations
- Has the ability to reflect on one's own racial identity and how it has shaped one's own life experiences and current perspectives
- Thrives in a fast-paced environment; learns new information quickly
- Works collaboratively both within the department and with colleagues from across campus to solve problems in a manner that meets the needs of students and employees
- Is well organized, self-motivated, and a problem solver who can think analytically and critically
- Actively participates in and contributes to the larger Saint Michael's community

Education/Skills and Work Experience:

- Bachelor's degree or equivalent combination of education and experience
- 3-5 years of technical and computer-related work experience and background
- Strong communication and customer service skills
- Experience in trouble shooting/problem resolution

Knowledge, Skills and Abilities:

- Work in fast paced, flexible work environment with time-sensitive projects
- Operate independently and as part of a team; has self-motivation, adaptability, and a positive attitude
- Ability to lead training sessions
- Effectively prioritize, coordinate, and organize work to meet deadlines

Analytic Skills:

- Read and interpret documents such as operating instructions, procedure manuals, and technical specs

Language and Literacy Skills:

- Regularly writes reports and correspondence
- Explains policies, listens to questions, responds with a problem-solving mindset
- Speaks to individuals and small groups effectively

Computer/Technology Skills:

- Familiarity with Microsoft Office / Outlook, Microsoft Windows, MacOS, and Linux
- Familiarity with a helpdesk ticketing system

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
- Occasionally lift and/or move up to 10 pounds

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.

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.