

## Job Description

**Please check one of the following:**

- New   
  Update   
  Advancement within same zone   
  Promotion to Higher Zone  
 Other

### 1. General Information

Date: 8/2/2019	Working Job Title: Helpdesk Manager	Position #: 4420
Employee Name: T.B.A.	Title Code: 49303307	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010176
Name of Supervisor: Eric Haffey	Job Family Zone: Specialist	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 9705	Zone Code: IT20S	Funding Source: 9129070033 (30%) / 9229070035 (30%) / 9329070030 (40%)
<b>FOR HR USE ONLY:</b>		
FLSA Overtime Exemption: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Exemption Type:	

### 2. Job Summary

This position manages staff that provides first tier customer services for a broad spectrum of campus core computing services. Service includes direct support (email, telephone, walk-in) for email, courseware, online file storage, and a wide spectrum of software and hardware platforms. The manager is responsible for creating, implementing and continually monitoring and improving customer support processes in order to proactively address emerging issues and ensure accurate and timely response to internal and external customers. The service desk acts as the point of contact for all ITS problem resolution including processes ranging from simple, everyday service requests to long term complex issues relating to all potential endpoints including workstations, mobile devices, servers, hi-tech classrooms, and labs as well as networking and software problems. The service desk also provides online self-help materials to the university user community.

### 3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<b>Leadership</b> Provide day to day operational management of the Helpdesk Provide supervision of fulltime staff and student workers who provide technical support both on the phone and in person.	<b>50%</b>	*
<b>Research and Development</b> Identify, recommend, field test/implement, and evaluate new and emerging technologies for use in post-secondary educational settings. Responsible for continually assessing campus informational and technology service needs, researching new applications/approaches and sponsoring operational changes and/or projects to address the needs.	<b>20%</b>	*
<b>Documentation</b> Creation of service metrics reports; automation of processes, issue workflow initiation, creation and maintenance of technical documentation which serves as a resource for ITS and all campus tech staff.	<b>20%</b>	*
<b>Other duties as assigned</b> Other technical duties regularly arise on campus which can include teaching and training around University technology and systems.	<b>10%</b>	

**4. Zone Definition Factors** (Provide additional information not contained in the Duties & Responsibilities)

**A. Knowledge, skills and abilities**

Must have the skill and ability to logically solve computer problems. Knowledge and experience of various computer architectures and their respective operating systems. Demonstrated ability to communicate effectively with a wide range of clients. Employee is on-call - - this responsibility may require the necessity to work outside of regular business hours.

**B. Problem Solving / Decision Making**

Regularly displays independent problem solving with complex computer issues.

**C. Interactions**

Daily interaction with Faculty, Staff, Students and Co-workers.

**D. Nature of Supervision**

Supervision Over:  Reg Staff       Temp Staff/Students       No Supervision  
Supervision Received:  Close       Moderate       Limited/None

**E. Impact**

Problems addressed will be technically complex and typically will affect departments or larger segments of the campus community or campus-wide systems.

**5. Minimum Qualifications** (indicate "required" and "preferred" for each qualification)

**A. LEVEL OF EDUCATION:**

Bachelor's degree in Computer Science, Business Management or related field; equivalency considered

**B. YEARS & TYPE OF EXPERIENCE:**

Three years information technology support and/or customer service; required

**C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:**

**D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:**

Proven customer relations experience including the ability to create and maintain solid working relationships with key customer groups; required  
Advanced written and oral communication skills, incident/crisis management experience and excellent problem-solving skills. Integrity and high ethical standards; required  
The ability to tailor feedback about technical and informational issues to each customer; required  
Knowledge of current and future trends in information technology; required  
Supervisory experience; required  
Experience within higher education; preferred  
Must demonstrate competency in project management; preferred

## 6. Physical Requirements

### 1. GENERAL INFORMATION

A. Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

May encounter stressful situations, in dealing with clients who are unhappy due to non-functioning computer equipment. Work outside of normal business hours may be necessary.

### 2. GENERAL PHYSICAL REQUIREMENTS

Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	6	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle		<input type="checkbox"/>	<input type="checkbox"/>

Explain:

### 3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

**5. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:**

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6. PATIENT CARE AND RESEARCH JOB**

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	<input type="text"/>
Exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Wearing hearing protection apparatus	<input type="checkbox"/>	<input type="text"/>
Working with laboratory animals	<input type="checkbox"/>	<input type="text"/>
Exposure to chemical hazards	<input type="checkbox"/>	<input type="text"/>
Wearing protective clothing	<input type="checkbox"/>	<input type="text"/>