GORDON COLLEGE
Position Description

Title: Help Desk Manager

Function: Under the supervision of the Director of Client Services and within the Center for Technology Services (CTS) department, provides first tier technical support and service to the Gordon Community. This includes overseeing and staffing our helpdesk with student workers, supporting phone requests, email requests and walk-in traffic to the CTS Help Desk, as well as documenting, routing and escalating technology requests as needed. This role would also provide advanced end user support for all computer software and hardware related needs.

Description of Duties and Tasks:

Essential Responsibilities:
1. Displays a professional, friendly manner to all customers of the CTS helpdesk.

2. Hires, trains and oversees the student help desk workers to provide a high level of customer service, in conjunction with the Director of Client Services. Coordinates the help desk schedule to ensure consistent staffing levels.

3. Utilizes the CTS request tracking database (Footprints), including documenting requests, delegating requests to appropriate CTS staff and actively following outstanding requests to ensure a timely and accurate resolution.

4. Supports other essential helpdesk functions including managing checkout equipment, software and printer credit sales, and password resets. Performs routine audits of these activities to ensure accuracy.

5. Acts as primary, top-level support on all device management and support, including:
   a) Overseeing/delegating hardware/software troubleshooting and repair for all Gordon owned computing products
   b) Administration of endpoint device management tools to centrally manage all Gordon supported computers.
   c) Training of student technical staff and full-time staff in all areas of device management, support and troubleshooting.

Additional Responsibilities:
1. Acquires, maintains and expands working knowledge of all campus technology including: campus computers, college software, operating systems, AV systems and equipment, telecommunications and network services.
2. Functions as part of the college telephone operator group (in conjunction with Gordon Police Dispatch); routing calls to requested individuals and departments. Additionally, supports and trains help desk staff to function in this role.

**Required Knowledge, Skills and Abilities:**
In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Excellent customer service, interpersonal and communication skills

3. Demonstrated technical aptitude, service orientation, teaching ability, and patience

4. Prior experience (or quick aptitude to learn) Apple Device management via Jamf | Pro and/or Microsoft’s SCCM

5. Possess an ability to work well and communicate clearly with all members of the Gordon College community including students, faculty, staff, administration, parents and alumni.

6. Excellent organization and problem solving skills and ability to pay close attention to details.

7. Ability and willingness to obtain training and/or certification on supported campus technology as necessary.

8. Good working knowledge of the Windows and Macintosh operating systems as well as the iOS and Android mobile platforms and the ability to evaluate support needs and resolve or redirect service calls as necessary.

9. Ability to thrive in a fast-paced/noisy environment and be able to multitask efficiently and accurately.

10. Willingness to work some flexible hours to ensure the helpdesk is covered during all open hours.

Position Code:  CTS-HDSK - 2
Grade:  4
FLSA Status:  Non-exempt