GORDON COLLEGE
Position Description

Title: Help Desk Manager/Apple Tech Specialist

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 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 support for all computer software and hardware related problems and questions with a particular focus on Apple Device support including: Mac Laptops and Desktops, iOS Devices and peripheral devices. A constant desire to maintain knowledge of emerging technologies in the effort to prescribe relevant solutions to the Gordon Community.

Description of Duties and Tasks:

Essential Responsibilities:

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

2. Provides first tier phone, email and walk-in support to all members of the Gordon community for all technology related problems and questions.

3. Utilizes the CTS request tracking database (Footprints), including entering requests, escalating requests and actively following outstanding requests to ensure timely and accurate resolution.

4. Provides other essential helpdesk functions including managing checkout equipment, software and printer point sales, and password resets.

5. In conjunction with supervisor, helps train and oversee student help desk workers, as needed, to provide a high level of customer service.

6. Acts as primary, top-level support on all mac-related management and support, including:
   - Overseeing hardware/software troubleshooting and repair for all Gordon owned Apple-based products
   - Training of student technical staff and full-time staff in all areas of Mac 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.
   a. Collaborates with the Barrington Center for the Arts to manage the Communication Arts owned A/V rental equipment.

2. Resolves requests assigned to the help desk group in a timely manner and ensures other requests are assigned to the proper technology groups.

3. Functions as the college operator (in conjunction with Public Safety); routing calls to requested individuals and departments.

4. Access Control and ID Card Administration: Provision ID cards with appropriate door access levels to constituents as designated by Gordon Police. Maintains proper access levels for event, academic, residential and utility spaces. Partners with Physical plant in troubleshooting and repair of door access hardware.

**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. Advanced knowledge of Mac-based software and hardware

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-1
Grade: 4
FLSA Status: Non-exempt