

MARIST COLLEGE

Office of Human Resources

Help Desk Coordinator (CL-1)

Department

Information Technology

Summary

Perform a variety of complex technical tasks. Also, responsible for relieving the administrator of routine technical details and for assisting in establishing plans and procedures and for PC support

Duties and Responsibilities

- Provide assistance to User Support Manager in regard to Help Desk operations
- Assist the PC Technologies Group in working with various departments in providing end user support and troubleshooting in the PC environment
- Assists the PC Technologies Group in performing preventive maintenance and upgrade to provide optimum customer services to end users in both the network and PC environment
- Install and maintain PC hardware and software within the levels of responsibility
- Exercise independent judgment in matters relating to testing and evaluating software and hardware problems
- Research and make contacts with vendors regarding hardware and software diagnostic techniques and related tools
- Evaluate and make recommendations regarding hardware and software updates and purchases
- Hire, train, and assign student workers for staff problem reports related to PC Supports, and track outstanding problem reports and assign follow-ups as needed
- Generate daily, weekly and/or monthly, the status of problem reports
- Contact software and hardware technical support for assistance in problem diagnosis and resolution

- Assists Information Technology staff with special projects
- Perform other job-related duties as required

Requisite Skills

- 11C-Advanced Word Processing (Software)
Effectively demonstrates advanced knowledge of supported word processing software. Consistently demonstrates speed and accuracy and ability to tutor others
- 12C-Advanced Data Management (Software)
Effectively demonstrates advanced knowledge of supported data management software used in department. Consistently demonstrates speed and accuracy and ability to tutor others
- 13C-Advanced Presentation (Software)
Effectively demonstrates advanced knowledge of supported presentation software used in department. Consistently demonstrates accuracy and ability to tutor others
- 15C-Advanced Interpersonal Communication
Consistently demonstrates high communication skills, and sensitivity to the concerns or interests of others in conveying information. Demonstrates the understanding of factual information and the use of persuasion tactics to help others identify solutions or possible alternative courses of action
- 16B-Intermediate Judgment
Consistently demonstrates ability to reference operational procedures within department on routine matters and independently select suitable responses
- 22C-Advanced Technical Knowledge
Consistently demonstrates strong knowledge of all applicable hardware and software applications, and ability to investigate and resolve complex, technology-related problems
- 23C-Advanced Equipment Knowledge
Consistently demonstrates ability to independently setup and operate equipment