



## JOB DESCRIPTION

<b>JOB TITLE:</b> Service Desk Technician	<b>FLSA:</b> Classified
<b>Department:</b> Information Technology	<b>Date Reviewed:</b> 6/22/2021
<b>Security Sensitive:</b> Yes	<b>Grade:</b> B-21
<b>Reports To:</b> Director of Information Technology	

### Job Summary

Under the direction of the Director of Information Technology, this position is responsible for IT service delivery for all faculty, staff, and students at the college. This position will provide and maintain a single source of consistent information on all IT services delivered to the college while overseeing and managing the Service Desk services. This position is responsible and accountable for day-to-day service operations and performance of the Service Desk.

### Essential Functions

- Receives, documents and resolves or triages user-initiated service requests regarding the college's information systems;
- Assists faculty, staff, and students with all front line support via e-mail, phone, remote, or in person and ensures the training for all people that work the Service Desk are able to do the same;
- Monitors and summon users needing assistance via the QLess queue management system;
- Monitors, trains, and evaluates part-time Service Desk staff and work-study students;
- Provide regular and accurate reporting on IT service performance by monitoring the aging of Service Desk tickets to ensure timely action and escalation while determining the root-cause of incidents;
- System administrator for Track-It! and Badge Pass;
- Back-up system administrator for Active Directory/Manage Engine, user account provisioning, and large-scale Ricoh Print Shop;
- Monitors and seeks ways to improve customer satisfaction with the department's response to employees' request for assistance by providing effective communication on IT matters, building relationships with other teams to ensure effective dialogue between departments, and defining potential service improvement opportunities;
- Assist in the development of guidelines, procedures, and standards within the IT department as they relate to services provided by the IT Service Desk
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

**Minimum Education, Skills and Abilities**

- Associates Degree and two years' experience using personal computers in a Windows environment or an equivalent combination of education and experience;
- Preferred - Bachelor's Degree and/or ITIL Foundations Certification
- Experience in customer service is a plus;
- Must possess problem-solving and interpersonal skills, along with patience, a positive, calm, customer-friendly attitude and the ability to work with a team.
- Ability to communicate effectively both orally and in writing;
- Excellent telephone and customer service skills;
- Ability to exercise substantial judgment and work with limited supervision;
- Ability to work with a variety of personalities especially employees experiencing frustration with technology;

**Work Environment/ Physical Requirements**

- Operates in a climate controlled office with no exposure to environmental hazards.

**Special Requirements**

- Ability to meet a flexible work schedule including evenings;
- Must complete a criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied?\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date