

COORDINATOR, HELP DESK

DEFINITION

Under general supervision, coordinates the customer service and support activities of the Information Technology (IT) Help Desk by providing technical and functional direction for the receiving, documenting, diagnosing, troubleshooting, and resolving of user issues; responsible for accurate routing and tracking of requests to the appropriate technical staff or department; administers the IT Service Management systems; composes and provides support information, reports, and updates to the department and the College community.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Exercises technical and functional direction over and provides training to employees.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for the day-to-day IT support activities to ensure that user issues are addressed in an efficient and effective manner, provide excellent customer service and serve as the first line contact with customers when needed. Incumbents provide overall IT Help Desk office coordination, communication, and collaboration with other technical teams and College groups. Incumbents handle escalated requests and monitors and follows up on requests referred to other staff or departments. Incumbents provide professional-level support to IT management in a variety of areas. The work involves accessing enterprise applications and databases and frequent contact with confidential and sensitive data such as personally identifiable information and student educational records. Incumbents perform complex application and software support duties such as enterprise application support, data analysis, reporting, and administers the IT Service Management system.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Coordinates the day-to-day operations and workflow of the help desk and IT support; provides technical and functional direction of assigned staff for the documenting, diagnosing, troubleshooting, and resolving of user issues and service requests; trains assigned staff on department policies and procedures.
2. Provides guidance to assigned staff to evaluate, respond to, resolve, escalate, and follow up on first-level support issues for computer assistance from users, including students, experiencing primary problems with hardware, software, enterprise applications, networking, and related campus technologies.
3. Establishes workarounds and solutions for problems; collaborates with various College personnel and IT teams on workarounds and manual processes for problems; responds to escalated, higher-level support issues for computer assistance from users; collaborates with other technical staff on complex issues with hardware,

- software, enterprise applications, networking, and related College technologies; researches and resolves more complex enterprise application issues and requests.
4. Assists in the development, implementation, and monitoring effective IT support and escalation procedures; diagnoses problems, performs troubleshooting, and establishes remedial actions to correct user issues; develops, implements, updates, and monitors effective service request workflows and procedures.
 5. Monitors and ensures staff evaluate, respond to, and resolve first-level technical support requests from end users, experiencing problems with hardware, software, classroom, networking, and other related technologies.
 6. Develops and implements request categorization and routing procedures, standards for timely request response, resolution, and escalation; analyzes customer satisfaction instruments and performance data, recommends and implements approved changes.
 7. Ensures IT Help Desk objectives are clearly defined and communicated to staff; develops processes and procedures to increase the effectiveness of the IT Help Desk in meeting customer expectations; monitors issues and requests to ensure timely resolutions; reviews service levels periodically to ensure objectives are being met.
 8. Reviews work of assigned staff upon completion for quality control purposes; develops, implements, and monitors customer feedback instruments; provides reports and feedback to manager; provides input and feedback for evaluations.
 9. Maintains and administers the IT Service Management systems; updates ticket request forms, service catalogs, support channels, solution articles, templates, automations, task and approval workflows, dashboards, analytics, and organization information.
 10. Collects, reviews, analyzes, and prepares reports; provides timely technical statistics to IT management. Assists in preparing announcements and communications to the campus; updates the IT Help Desk website.
 11. Interprets and provides information to customers regarding relevant department and College policies and procedures; listens to questions and responds to inquiries and complaints and explains procedures requiring a significant level of independent judgment, discretion, and interpretation.
 12. Coordinates the schedule of staff and hourly employees to meet request and support demand; determines and recommends staffing needs for assigned activities and programs; participates in the recruitment and selection of temporary employees; assigns hourly employees.
 13. Administers assigned IT Help Desk projects, processes, and programs as assigned; supports equipment tracking, system monitoring, maintenance, and updates of equipment provided by IT for campus groups, and scheduling enterprise application system tasks.
 14. Participates in the development and implementation of goals, objectives, policies, and priorities for IT support; makes recommendations to assigned manager regarding appropriate services, facilities, and records; recommends and administers policies and procedures.
 15. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.

16. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
18. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
19. Prepares and delivers oral presentations related to assigned areas as required.
20. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of IT activities, and operations, including IT service management, ticketing, routing, service catalogs, knowledge bases, field service management, reporting, and asset management.
3. Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
4. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
5. Monitoring, evaluating, troubleshooting, configuration, and installation techniques.
6. Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
7. Troubleshooting, configuration, and installation techniques.
8. Basic operations and processes of enterprise application systems and student information systems.
9. Business letter writing and record-keeping principles and procedures.
10. Methods, techniques, and practices of research, data collection, analysis, and report preparation.
11. Inventory and purchasing practices, procedures, and techniques.
12. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.

2. Participate in addressing gaps in diversity, equity, inclusion, social justice, antiracism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform a variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.
5. Plan, schedule, assign, and oversee activities of assigned staff; inspect the work of others and maintain established quality control standards.
6. Research, analyze, and summarize data and prepare accurate, logical, clear, and concise reports, correspondence, and other written materials.
7. Maintain confidentiality and handle private or sensitive information, data, records, or issues with discretion.
8. Plan, schedule, assign, and oversee activities of assigned IT support personnel at the help desk.
9. Identify and implement effective course of action to complete assigned work.
10. Prepare clear and concise reports, correspondence, and other written materials.
11. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, codes, and regulations.
12. Establish and maintain a variety of filing, record-keeping, and tracking systems.
13. Respond to and effectively prioritize a high volume of phone calls and other requests for service.
14. Diagnose problems, perform remedial actions to correct problems, and/or recommend and determine solutions.
15. Communicate effectively through various modalities.
16. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
18. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands scope of authority in making independent decisions.
19. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a bachelor's degree from a regionally or nationally accredited four-year college or university in computer science or related field; and
2. Four (4) full-time equivalent years of responsible experience performing technical support on personal computers and peripheral equipment, including software administration in a multi-user environment.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution

such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR

2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; to operate a motor vehicle and to visit various College sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or students in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023