HELP DESK COORDINATOR
Information & Educational Technology

OVERVIEW:

The Help Desk Coordinator supervises the day to day operation of the Helpdesk; establishes standards and ensures that the Helpdesk either meets or exceeds those established standards.

EXAMPLES OF DUTIES:

- Review skill levels and skill mix of help desk staff and coordinate training.
- Coordinate rotation schedule of staff, maintaining optimal staffing levels to support call volume and workload.
- Act as liaison between Helpdesk and client.
- Manage quality and monitor performance through open ticket reports.
- Monitor performance of user satisfaction, abandoned call rates and open ticket error.
- Manage the recording and tracking of all customer calls and resolve common problems directly.
- Responsible for ensuring that the Helpdesk is meeting productively, quality and service level goals.
- Provide regular feedback to technicians on their performance.
- Provide monthly summary reports on the attainment of service levels, customer satisfaction, quality and productivity metrics.
- Generate user survey and solicit input from the user community.
- Track all calls received through final resolution.
- Provides users with timely follow-up status reports.
- Related duties as required.

MINIMUM QUALIFICATIONS:
Knowledge of:

- College policies and procedures;
- Basic computer troubleshooting and repair;
- Desktop operating systems including Windows (various versions) and Macintosh;
- E-mail and Internet browsers, as a user and in their configuration;
- The Microsoft Office suite, Word, Excel, & Power Point.

Skills & Abilities:

- Strong interpersonal skills.
- Prioritization and problem solving.
- Supervise, train and direct others.
- Customer service and problem solving skills.
- Team building skills.
- Clear and concise verbal and written communication skills.
- Work independently and as a team on technical tasks.

Education and Experience:

High School diploma or GED required; AA degree preferred. Two years paid professional customer service work experience preferably in a helpdesk environment. Additional technical training desirable.