Job Title: Help Desk Coordinator

Job Code: 80737

JOB SUMMARY

The Help Desk Coordinator is responsible for working directly with faculty and staff to provide first-level /first tier computer support to users by developing problem-solving resources.

MAJOR DUTIES

- Responds to customer calls in an appropriate and timely manner;
- Assignment of appropriate designation of system codes problem based on severity and priority;
- Determination of probable cause and ability to make appropriate decision of whether or not escalation procedures are necessary;
- Problem resolution to include reporting to the appropriate support personnel according to established procedures, providing detailed status information and estimated time for resolution; followed with applicable analytical or research techniques to isolate or clarify problems if necessary;
- Resolves routine problems or escalates more complex issues to appropriate personnel;
- Responds to customer follow-up inquires in a timely manner and keeps customers updated on resolution process;
- Verification of problem resolution with customers to ensure customer satisfaction according to established guidelines;
- Maintains logs for recordkeeping of information into the system as defined by prescribed procedures;
- Establishment of customers' accounts for email and Help Desk;
- Configure Cisco VOIP phones, voicemail, etc.

COMPETENCIES

- Skill in operation of computers and job related software programs
- Knowledge of Local Area Network (LAN)
- Ability to conduct tests and inspections of products, services, or processes to evaluate quality or performance
- Skills in interpersonal relations
- Oral and written communication skills
- Ability to provide instruction to others on use of equipment or processes
- Skill in accurate recordkeeping and organizational skills
**MINIMUM QUALIFICATIONS**

Associate’s degree *and* Two (2) years of work related experience or intern service

Note: Experience may substitute for the degree on a year-for-year basis.

**PREFERRED QUALIFICATIONS**

Preferred qualifications may vary from location to location.