

Loyola Blakefield

Helpdesk Coordinator

GENERAL SUMMARY:

The Help Desk Coordinator provides courteous and professional Help Desk Support services to the end users via telephone, email or remote access on a variety of technical issues/ problems. The Helpdesk Coordinator also provides general office support to the Technology Department.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The Help Desk Coordinator will:

Provide customer and technical support to customers through inbound phone and email requests;

Independently identify, troubleshoot, document, and replicate customer problems and then escalate complex problems according to escalation procedures;

Retain ownership of all cases throughout the resolution process;

Provide input for escalation to department team members through proper escalation procedures;

Participate in the knowledge creation and maintenance process;

Carry out tasks such as password changes/resets, user account creations, deletions, archiving, assisting users with addition/removal of printers/copiers on a PC, LCD Projector training/troubleshooting, assisting users with Outlook issues;

Create trending reports and identify problem areas that may require additional training and support;

Troubleshoot/Manage campus copier resources;

Schedule and assist with A/V setups for campus events and services;

Maintain Technology Department physical asset inventory database;

Assist Technology Director in contract management, vendor relations, and Purchase Order management.

MINIMUM QUALIFICATIONS:

To perform this position successfully, an individual must be able to perform each job duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Required Education:

Associates degree or equivalent software industry experience.

Required Knowledge, Skills & Abilities:

Experience using a call tracking system

Excellent customer service skills

Trouble-shooting and Problem-solving skills

Technical documentation skills

Ability to demonstrate customer empathy, good customer diplomacy skills and problem ownership

Strong verbal, written, and interpersonal communication skills and excellent listening skills

Ability to interact with individuals at all organizational levels

Ability to manage multiple tasks and priorities including good time management skills

Ability to work independently with minimal supervision

Application Process:

Qualified applicants should submit their resume with a brief cover letter including references to:
<https://www.loyolablakefield.org/about/employment>.