Classification Specification

Job Title:	IT Help Desk Administrator	**Job Code:**	T43426
Job Function:	Staff	**Grade:**	217
Job Family:	Classified	**FLSA:**	Non-Exempt
SOC Description:	3000 Information Technology Division	**Date:**	10/15

Job Summary:

Responsible for managing, overseeing, supervising, mentoring and hiring of IT Help Desk personnel to ensure that the Help Desk is adequately staffed at all times.   Responsible for ensuring that all calls to the Help Desk are resolved appropriately and that calls/issues escalated are resolved satisfactorily.   Coordinate and ensure that calls/requests to the Help Desk are logged in Footprints.   Act as a lead for the Help Desk analysts.   Responsible for prioritizing, evaluating, and resolving complex calls as required and follow-up with customers routinely.   Manage work schedule for IT Help Desk personnel and ensure that their time and attendance are entered promptly into EmpCenter and are approved in a timely fashion.   Participate in IT strategic visioning, planning and execution, and ensure that technology support initiatives are aligned with institutional objectives; frequently interact with key internal stakeholders and external entities relative to technology support and serve as a member of IT Academic and Healthcare Support unit.

Essential Functions:

50%   Responsible for managing University-wide day-to-day operations, overseeing, supervising, mentoring and hiring of IT Help Desk personnel.   Coordinate IT Help Desk responsibilities. Enter employee time and attendance into EmpCenter program and submit related reports promptly. Manage work schedule for personnel and follow up with customer regarding satisfaction and personnel performance. Ensure that IT Help Desk is adequately staff at all times.

20%   Make sound decisions and exercise discretion involving complex issues from phone calls and emails into the Help Desk that have been escalated on a daily basis; and resolves calls immediately with the customer. Research, develop and implement recommendations for all complex/escalated requests to determine appropriate action and referral; determine if on-site assistance by Information Technology staff or vendor is appropriate.

20%   Participate in IT Help Desk strategic visioning, planning and execution, and ensure that IT services, Service-Level and technology initiatives are adequately supported and aligned with institutional objectives. Interact with key internal stakeholders and external identities relative to technology support services.

8%   Maintain confidentiality of all related data. Keep abreast of technology by taking classes, reading manuals and publications and communicating with other department team members.   Report

2%   Other duties assigned.

Education:

Requires a relevant Associate Degree.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 2 year experience supporting and utilizing a variety of computer hardware, software, networking and help desk support.   Prior courses in Windows and Macintosh Microsoft Office Suite required.   Advanced computer troubleshooting, analysis, critical thinking and problem solving skills required.   Ability to manage multiple tasks with frequent interruptions, occasionally in urgent situations required.   Ability to manage multiple priorities required.   Ability to promote and follow policies and procedures required.   Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds required.   Operating knowledge of and experience with personal computers, Macintosh computers, servers, peripherals, Windows, Mac OS and Microsoft Office required.   Working knowledge of data processing equipment, systems and techniques required.   Knowledge of Footprint required.   Operating knowledge of typical office equipment, such as telephones, copier, fax machine, E-mail, etc. required.   Knowledge of Active Directory, student information systems, educational software systems, library management systems, financial systems, and e-mail application preferred.

Leadership:

information to IT Academic and Healthcare Assistant Manager and other IT managers and Directors.   Functional guidance over nonexempt staff including general scheduling, assigning tasks and monitoring work activities.

Physical Requirements:

Job is physically comfortable;   individual is normally seated and has discretion about walking, standing, etc.   May occasionally lift very lightweight objects.

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems.   Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position.   Employees may be requested to perform job-related tasks other than those specifically presented in this description.   The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.