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Date:

KANSAS STATE UNIVERSITY

PER-23
02/2007

**POSITION DESCRIPTION
UNCLASSIFIED PROFESSIONAL POSITIONS**

Employee's Name _____ New Position ___ Existing Position X___
Business Title Help Desk Coordinator _____ Position # (HRIS) _W0041692_____
Department/Unit Housing and Dining Services _____ Job Code __OC3895_____
Department ID 3670009200 _____ Job Title Info Tech Coordinator_____
College/Organizational Unit V. P. for Student Life _____
Departmental Contact and Phone Number Marlene Kunze Dolan 532-0325 _____

A. CONDITIONS OF APPOINTMENT

Term ___ Regular ___ X___ 9 Month ___ 12 Month ___ X___
FTE ___1.0_____ Hours of Work _____8:00 a.m.–5:00 p.m._____

B. ORGANIZATIONAL STRUCTURE

1. Name, title, and position number of person to whom position reports.

Rob Satterlee, Information Resource Manager W0041159

2. Positions reporting directly to this position: Names, Titles and Position Numbers.

Hourly student employees

3. Briefly state the purpose of the position.

Coordinate and provide IT Help Desk services to provide real-time support (over the phone, in the office, remotely and on-site) to address issues and questions about operating systems, departmental computing labs, software applications, network/internet connectivity and workstation security.

C. DESCRIPTION OF JOB RESPONSIBILITIES

Group and number responsibilities and assign percentage of time spent on each. Please identify each group of responsibilities as essential or marginal.

1. 50% Customer Support (Essential)

Interfaces with multiple levels of end users; residents, departmental staff and management, and departmental/campus technical staff. Participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends. Performs quality monitoring for team in order to ensure quality service and customer satisfaction, and that business objectives are achieved. Overall support provided by the Help Desk team will include security on the network, ensuring functionality of departmental computer labs and staff PC's, troubleshoot Novell Netware NDS, Microsoft AD and web server network connections, LAN based printing and Internet connectivity and training for staff and residents.

2. 25% Supervision (Essential)

Coordinate a team to provide first-tier level of support to residents, staff and management of Housing and Dining Services. Responsible for coordinating the day-to-day operations of a multiple location IT Help Desk environment. Participate in a team work environment that results in contribution to achievement of project goals and objectives, periodically participating in a lead role for a project or a phase of a project. Assist in the coordination and handling of student staff hiring, staffing schedules and periodic evaluations of Help Desk staff. Monitors call volume and service level, and assigns workload to ensure staff remains productive. Manages specific quality, performance and production goals for the Help Desk while following departmental guidelines, policies, and procedures.

3. 15% Technical Support (Essential)

Support end user connectivity to 10/100 Base-T and 802.11 wireless network services via the campus Ethernet network. Responsible for knowledge of Ethernet LANs, wireless LANs, network equipment, and network software to provide residents and staff of Housing and Dining Services with necessary network connections. Collaborate with the HDS LAN team (Tier 2) and IT Manager in coordinating system deployments and upgrades of IT resources for residents and staff as required. Consult with administrative system users, network systems analysts, directory services administrations, Unit IT managers on campus and third-party vendors (Tier 3) to resolve system compatibility and operational problems in order to ensure the efficient and effective use of personnel and IT equipment.

4. 10% Enterprise Security (Essential)

Provide innovative suggestions to improve existing processes or create new ones where necessary to improve the security posture of the departmental network. Maintain existing security measures currently in place within the department and campus. Work as part of a team to implement new or updated security measures based on State of Kansas, K-State's SIRT, third-party vendor and industry standard recommendations. Monitor compliance with information security policies and procedures, referring problems to the appropriate department manager within Housing and Dining Services. Perform other duties as assigned.

D. QUALIFICATIONS

1. Education Required

Work requires communications and analytical skills normally acquired through two years of postsecondary education in mathematics, computer science or a related field, or equivalent technical training in a computer-related field.

2. Experience Required

Three years experience as a coordinator in an Information Technology support environment

3. Other Requirements

- Experience in building relationships with end-users, software developers, and IT support teams
 - Excellent interpersonal and communication skills, both written and oral
 - Ability to multi-task and meet critical deadlines while maintaining composure in a fast-paced environment
 - Demonstrated track record of solving problems over the phone or in person in a calm, professional manner
 - Experience in supporting Windows XP/Vista, MS Office 2003/2007, multiple Internet browsers and email clients
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4. Preferred Qualifications

- Technical or Bachelor's degree in related field
 - Technical writing/user documentation experience
 - Previous supervisory or Team Lead experience in a call center or customer service related function
 - Experience in supporting Windows 7, Mac OSX and Linux
 - Experience troubleshooting Client/Server applications and Ethernet/Internet connectivity
 - Experience in the installation and configuration of operating systems, software applications and network clients
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BENEFITS

This position is eligible for full university benefits including health, dental and life insurances, retirement plan, paid leave time. Refer to <http://www.k-state.edu/hr/benefits/benefitsunclass.htm> for a complete summary.

TO APPLY

Please submit letter of application, resume, and names, addresses and telephone numbers of three work references to: Business Operations Manager, Housing and Dining Services, 104 Pittman Building, Kansas State University, Manhattan, KS 66506. E-mail address is mkd@ksu.edu.

QUESTIONS

You may contact Rob Satterlee, satterl@ksu.edu, telephone 785-532-6972 with questions about the duties assigned to this position.

APPLICATION DEADLINE

Screening of applications will begin July 23, 2009 and continue until position is filled.

KSU is an equal opportunity employer and actively seeks diversity among its employees. Background check is required.