MAJOR PURPOSE:
This position is responsible for ensuring an outstanding level of customer services by providing direct IT support to students, faculty and staff in their university activities and by supervising the Help Desk and managing the technical support staff. Responsible for leading the Helpdesk in engaging in more proactive planning and support and organizing the Helpdesk to be flexible and adaptable in meeting the changing needs of the University population.

ESSENTIAL FUNCTIONS:
1. Supervise the Helpdesk support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.
2. Gather and analyze metrics to benchmark the helpdesk workload/performance and identify trends in call center issues.
3. Work within the campus community to promote excellent customer service, effective response times and provide expert insights into general support issues. Enforce quality of service guidelines for dealing with customers, completing services, and overall customer satisfaction.
4. Train helpdesk staff on operational procedures and troubleshooting techniques. Provide training on new hardware and/or software applications as requested.
5. Help Desk support for up to 250-300 users. Ensure that staff provides timely and considerate customer service to end users by fielding Helpdesk calls and resolving technical issues. Assist all office staff and instructors, both in person and via the phone.
6. Creating user accounts and managing access control based on company policies
7. Analyzing and identifying trends in issue reporting and devising preventative solutions. Expected to offer suggestions for any noted process improvements and develop the new procedures.
8. Virus/Spyware Removal/Detection
10. Ability to use, teach & troubleshoot Microsoft XP Pro operating systems, Microsoft Office applications (Excel, Outlook, PowerPoint, Visio and Word) and Microsoft Publisher.
11. Other duties as may be assigned by the department director.

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:
- Bachelor’s Degree preferred; A+ Certification required and/or equivalent combination of relevant education and/or experience.
- N+, MCP (Microsoft Certified Professional) preferred.
REQUIRED KNOWLEDGE:
• Minimum 2 years progressive experience installing and supporting all of the following:
  Windows XP, Active Directory, Microsoft Office, PC deployment, Antivirus management,
  Remote User Networking, VPN, TCP/IP troubleshooting

SKILLS/ABILITIES:
• Excellent written and verbal communication skills. Experience in dealing with difficult
  interpersonal situations regarding support issues.
• Analytical thought process

WORKING ENVIRONMENT:
The employee agrees to promote the values and mission of WJU as a private Christ-centered
University and live a life consistent with biblical principles. All employees of the University are
expected to firmly support without reservation the William Jessup University doctrinal statement of
personal Christian faith.

WORKING CONDITIONS:
The employee is regularly in a typical office environment with adequate light and moderate noise
levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete
and carpeted floors; adjustable workstation with ergonomic keyboard is provided. Typical days
include frequent walking throughout the offices and classrooms.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:
While performing the duties of this job, the employee is regularly required to talk or hear and
frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach
with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using
the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds.
Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth
perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being
performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties
and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are
not intended as and do not create employment contracts. William Jessup University maintains its
status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any
physical limitations or require any reasonable accommodations in order to perform my job, I must
immediately inform administration.

__________________________________________ _____________________________
Employee Signature     Date