



WISCONSIN
LUTHERAN COLLEGE

Position Title: Help Desk Manager
Department: Information Technology (IT)
Reports through: Office of Operations
FTE: 1.0 FTE Exempt
Called: No
Revised: March 2024

POSITION SUMMARY

Primary focus of the position is campus-wide user support in dealing with issues of hardware and software utilization. Looks for continuous improvement in the areas of user satisfaction, enhancing self-service support options, and reducing time to resolution of reported issues. Hires and trains a team of student workers to continually improve depth and breadth of support needs. Demonstrated flexibility and adaptability to adjust to shifting needs, technologies, and likely changing priorities and unexpected issues.

PRIMARY RESPONSIBILITIES

- Oversee all aspects of the Help Desk function, including student employee management and activities associated with the identification, prioritization, and resolution of hardware and application software problems reported by clients
- Develops and maintains knowledge base for self-service support
- Provides training in hardware/software utilization as developed in collaboration with IT partners
- Improve awareness and best use of key technologies and applications
- Develop and implement guidelines, policies, and procedures to improve efficiency and effectiveness of the Help Desk
- Works in partnership with third-party vendors in resolving user/system issues
- Define standards and measure quality and customer satisfaction
- Establish and monitor tracking system of end user and establish options for continual improvement
- Analyze call patterns, up time and resource use
- Assist in system related maintenance
- Assist in testing new or upgraded applications
- Configure, implement and troubleshoot system installations for new acquisitions
- Regularly communicate and follow-up with stakeholders
- Maintain complete inventory of all College-owned software and hardware
- Provide afterhours support (on a rotating basis) along with third party / managed / contracted services
- Other duties may be assigned

DESIRED QUALIFICATIONS AND REQUIREMENTS

- Promote the mission of the college and the work of the IT Department
- Customer-centered and continuous improvement-driven
- Devoted to training and growing the skills and competencies of student employees and faculty/staff



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- Positive attitude with a strong work ethic
- Effective communicator
- Familiarity with Microsoft productivity and college enterprise applications
- Familiarity with hardware and network issues
- Effective delegation, training, and management in dealing with student workers
- Efficient in time usage and prioritizing
- Must work well in a team environment
- Associate degree in Information Technology, Computer Science, Information Systems, or a related field is preferred. 5-plus years of job experience may substitute for degree
- Experience in user support roles
- Knowledge of relevant regulations, compliance requirements, and best practices in IT governance and security is desired
- Solid understanding of computer systems, security, network administration, databases, and data storage systems
- Strong attention to details and problem-solving
- Ability to work under tight deadlines
- Ability to stand, walk, sit, and climb in carrying out daily duties
- Lifting of up to 50 lbs. on a periodic basis is required