



Job Specification

Job Title: Help Desk Coordinator
BCAT Code: 460X CR
Pay Grade: G14

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Under general direction, this position is responsible for ensuring the timely process through which problems are controlled. This includes problem recognition, research, isolation, resolution and follow-up steps. A person in this position requires experience and a thorough understanding of the MIS environment. Typically involves the use of problem management database and help desk systems and also provides guidance/training for less experienced personnel.

Examples of Duties

- Supervise junior customer service center personnel and prepares standard statistical reports
- Answer, evaluate and prioritize incoming telephone, voice mail, email and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computer-related technologies.
- Responsible for creating software and hardware evaluations and recommendations for management review
- Revise training manuals and procedures.
- Update the Help Center Web page to inform customers of planned and unplanned outages.
- Suggest ideas for procedural or operational improvements to supervisor or work team.
- Conduct performance evaluations on supervised staff
- Coordinate the daily activities of the Help Desk Specialists; monitoring their Automatic Call Distribution (ACD) activities; their calls to ticket creation ratio, etc.
- Perform other related duties as assigned.

Knowledge, Skills and Abilities

- Posses high level of technical management skills and excellent customer service
- Knowledge of Security administration
- Ability to problem solve/troubleshoot
- Ability to provide testing and validation
- Provide technical documentation
- Provide training
- Install hardware and software
- Provide configuration/enhancements
- Ability to provide maintenance/monitor
- Provide product release and delivery

Minimum GSU Hiring Standards

Bachelor's degree and two years of directly related experience, or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.