



Help Desk Coordinator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
411	Non-exempt	3 - Technicians	AFSCME	4	11-1-11	1075	1 of 2

DEFINITION: Under general supervision, maintains user accounts and employee badges; responds to telephone calls, email, and personnel requests for technical support; documents, tracks and monitors problems to ensure a timely resolution.

REPORTS TO: The Computer Operations Supervisor or designee

REPRESENTATIVE FUNCTIONS may include, but are not limited to:

- Reviews and responds to Help Desk requests; creates incidents and assigns them to the appropriate IS department Technician for action.
- Processes and configures badges: takes and maintains photos of employees; maintains links between door security; Time Collection system and Follow-Me printing software. Maintains badge printing inventory.
- Serves as IS liaison in the new employee on-boarding process and implements appropriate change request procedures to record badge creation, modification, replacement, and termination.
- Creates change requests to track employee on-board/ off-board in coordination with PeopleSoft, Active Directory, Telecom, and other applications.
- Maintains Microsoft Lync (instant messaging) folder of employee photos, from badges.
- Processes PeopleSoft work flows; including required changes in Active Directory and changes in permissions, as well as workflow reports on terminations, location changes, promotions, and demotions.
- Creates change requests to track employee movement; coordinates with Time Collection system, Active Directory, and Telecom.
- Issues replacement telecom accessories.
- Tracks IT inventory and maintains user responsibility for IT property.
- Tracks PC, PDA, Phone, and laptop hardware, and software licenses.
- Resets passwords for various systems.
- Creates "How-To" documentation on Microsoft Office, PeopleSoft, and other applications.
- Posts files on the SharePoint-based Intranet.
- Performs a variety of administrative tasks, as assigned.
- Performs related duties as required.



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MINIMUM QUALIFICATIONS:

Knowledge Of: Operating systems and network security fundamentals; technical documentation; familiarity with badge creation and configuration processes; understanding of, and familiarity with basic digital imaging software, databases and database driven software applications; and software licensing.

Ability To: Provide strong telephone skills, rapid response, and excellent customer service to customers in contact by telephone, email, and in person; quickly learn and effectively adapt to help-desk workflow requirements, be detail oriented and organized; multi-task and prioritize in order of importance, urgency and timeliness; quickly learn the control of system changes; and establish and maintain cooperative working relationships with those contacted in the course of work.

Education: Equivalent to an Associate’s degree or successful completion of two (2) years of college level coursework in Computer Science, or a related analytical discipline. Additional relevant experience over the minimum may be considered in lieu of the education requirement.

Experience: Three (3) years of recent and verifiable experience providing administrative support; which included one (1) year of customer service experience.

Desired: Experience in Help Desk functions, and change management processes.

Physical Requirements: Must maintain the physical condition necessary to: (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (2) possess physical mobility in order to move about standard office environment.

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