

Please Note: If you are applying for more than one position, please submit a separate, complete application



INTENT TO EMPLOY

Posting Date: May 28, 2021

Position: Help Desk Coordinator

Minimum Qualifications:

1. Associate degree OR a combination of education, work experience and certification(s) that demonstrates a high level of technical skills **required**. Associates degree in Computer Science or related area OR Bachelor's degree **preferred**.
2. A minimum of two (2) years of full-time related work experience **required**.
3. Administrative experience with MS Office 365/Active Directory, Zoom and Teams **preferred**.

Job Functions: This position is responsible for coordinating technical support to all college personnel and students for any of the college's technical resources. This representative is the first level of support for installing, configuring, upgrading and maintaining the college technical resources including but not limited to personal computers, software, printers, mobile devices, media, audio/video, telephone and wireless equipment. Also responsible for managing relationships with end users, act as a technical liaison between the colleges departments and verifying that all technical support requests are satisfactory completed. The employee will:

1. Manage the colleges help desk software system and ensure that all technical help requests, and queries are satisfactory completed.
2. Document, log and track support requests and prepare periodic reports regarding activity and highlighting trends.
3. Provide technical assistance to troubleshoot and resolve end user problems.
4. Provide technical training to employees and faculty upon request.
5. Maintain a single point of communication for all populations using the technical resources of the college concerning any technical support issues.
6. Maintain the helpdesk FAQ/KB, assist in making and getting quotes for technical equipment, manage the helpdesk phone line to answer questions and generate help tickets for users as required.
7. Coordinate with our technical support staff in scheduling installations, maintenance and other technical support activities.
8. Coordinate with Enrollment Services and other areas of the college to facilitate the resolution of requests, particularly student request.
9. Create and manage web-based forms needed for the IT department and assist other areas in the creation/management of forms particularly in Dynamic Forms.
10. Perform hardware/software setup, upgrades and configuration for technology resources.
11. Assist with special projects as needed, which may include design, research and consulting related to Microsoft Office365, multimedia/AV systems, ID card printing, campus video surveillance/conferencing and various other department-level initiatives.
12. Assist in evaluating hardware and software requirements for future needs of college.
13. Assist college personnel in aiding students with various technology related issues.
14. Perform other related duties as assigned.

Salary: \$40,000 to \$55,000 based on State Board of Education Salary Schedule C-3 and experience.

Application Deadline: 4:30 p.m., **Extended Deadline Date:** August 11, 2021

Application Procedure: A complete application packet consists of:

1. A completed Jefferson State Community College application specific to this position.
2. Current resume.
3. Transcripts (unofficial copies will be accepted before the deadline, but official transcripts must be on file before an offer of employment). Transcripts must include **conferred or awarded date**.
4. Work experience verification **in writing** from your current and/or previous employer(s) confirming the required level of experience as stated in the "Minimum Qualifications" section. Verification should include dates of employment and position title(s). Upon request from the applicant, work experience verification from dates from **current employer only** may be delayed until an official offer of employment. Request must be made in the form of a statement on a separate document. If applicant delays verification from current employer and it does not cover required level of experience as stated in the "Minimum Qualification" section, verification from previous employer(s) required. **Remember that the work experience verification completion is your responsibility.** Please visit <http://jeffersonstate.edu/about-jsc/human-resources/work-experience-verification/> (For clarification, please contact Human Resources).
5. Certification(s)

"EMAILED APPLICATION MATERIALS WILL NOT BE ACCEPTED"

Materials may be submitted to:

Human Resources
2601 Carson Road
Birmingham, AL 35215-3098
Phone: (205) 856-7764 or 856-7899
Fax: (205) 856-7720

This Employer Participates in E-Verify

It is the official policy of the Alabama Community College System Office and Jefferson State Community College, including ACCS entities under the control of the Alabama Community College Systems Board of Trustees, that no person shall, on the grounds of race, color, disability, gender, religion, creed, national origin, or age be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, activity, or employment. Jefferson State Community College will make reasonable accommodations for qualified disabled applicants or employees. Applicants must adhere to the College's prescribed interview schedule and must travel at their own expense. The College reserves the right to withdraw this job announcement any time prior to the awarding. **Note: In accordance with Alabama Community College System policies and procedures, the applicant chosen for employment will be required to sign a consent form for a criminal background check. Employment will be contingent upon receipt of a clearance notification from the criminal background check.**

EQUAL OPPORTUNITY EMPLOYER