

Southwest Texas Junior College

Employment Opportunity

2401 Garner Field Road, Uvalde TX 78801 ☐ HR: 830.591.7330 Ofc ☐ 830.591.7340 Fax
Human Resources Employment: www.swtjc.edu

Title: IT Help Desk Supervisor

Job # 202134710201

Campus: Uvalde Campus

Closing Date: Until filled

Description of Job Duties: The Help Desk Supervisor's role is to oversee the entire Help Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, coordination of Help Desk functions and contributing to problem resolution by giving in-person, hands-on support to end users at the desktop level. The Help Desk Supervisor will also provide quotes and submit DocuSign forms for all IT hardware related purchases. Establish and enforce Help Desk service procedures in consultation with end users to establish problem resolution expectations and time frames. Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems. Manage the ITSM to ensure it is always up to date and verify resolutions are being performed in a timely and satisfactory manner. Plan and strategize with interdepartmental staff for upcoming and pending projects, roll outs, and upgrades to business critical software. Collaborate with other departments to identify and/or procure Help Desk software for internal staff and external clients. Conduct research on emerging products, services, protocols, and standards in support of help desk technology procurement and development efforts. Liaise with vendors for the procurement of new systems technologies, oversee installation, and resolve adaptation issues.

Salary: Based on Professional Schedule; Group II

Other Benefits: Benefits package available (Health/Life insurance, retirement plan, sick/personal leave, holidays, waived tuition for eligible employees and dependents).

QUALIFICATION REQUIREMENTS

Education: Associates degree preferred; comparable training or experience will be considered.

Experience & Training: Requires at least one year of experience in IT Field that includes demonstrable computer skills. Requires experience in a supervisory role. Experience working in a team-oriented, collaborative environment. Experience with Windows Deployment Server and imaging processes. Experience with Bitdefender Anti-Virus software and management tools. Experience with Desktop Central, ServiceDesk Plus, VMware, Windows Servers, Microsoft Office Suite, and other Software applications will be considered a plus.

Additional Qualification Requirements: Must be motivated and have initiative. Ability to work independently without direction. Must have excellent English, writing, and oral communication skills. Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodation, the essential functions of the job. Must have a desire to learn and improve, with a strong sense of responsibility, and the ability to prioritize and organize tasks carefully and accurately. Candidate must be authorized to work in the U.S. and must provide verifiable credentials; successful completion of background and reference check specified for the position. Must have a valid driver's license and be insurable through SWTJC insurers. Travel is required for other geographic locations served by the college.

Submit Application To: Human Resources Coordinator (address above). It is the applicant's responsibility to verify the status of the position. Each applicant is responsible for submitting: 1) letter of application, 2) SWTJC application form, 3) resume, and 4) copy of transcripts (Official transcripts required when hired). All applications and supporting documents become the property of SWTJC.

NOTICE TO APPLICANTS

With respect to the employment and promotion of both teaching and non-teaching personnel, it is the policy of Southwest Texas Junior College not to discriminate