

**Title: Help Desk Manager**

Department: Business Services

Reports to: Chief Financial Officer

FLSA status: Exempt/Salaried, Full time

The Help Desk Manager, through faithful service to accomplish the mission of Kuyper College is, in coordination with the managed information technologies services provider (MSP), is accountable for the delivery of effective and efficient customer service and IT service management to staff, faculty, students and campus end users. This position works collaboratively with service providers to install, maintain, and support information systems and communication networks; ensuring systems and networks operate optimally to provide maximum performance.

**Essential Duties:**

- Provide direction, and guidance to users
- Manage operational activities
- Helpdesk/Desk-top/ Laptop and AV support
- Application Support / Database Maintenance / Portals
- Risk Assessment / Audit
- Business Operations

**Competencies:**

- Interpersonal skills
- Ability to multi-task
- Leadership
- Listening
- Organization
- Problem solving
- Business acumen

**Supervisory responsibilities:** Yes (Intern)

**Education and experience:**

- Bachelor's or Associate's degree preferred
- One to five years of experience working in various IT environments

**Additional preferred experience:**

Experienced in support of information systems, networking, software, and user support. Self-managed individual that requires minimal supervision; ability to learn quickly, excellent written and oral communication skills, and the ability to interact in a professional and effective manner with customers. The ability to understand customer needs and effectively address issues are essential. The right candidate will have demonstrated skills in Windows networking environments and knowledge and experience with the following enterprise software and systems:

- Google Apps
- Intermediate level knowledge of operating systems: Windows 7, 8, 10, Server 2008, 2012 and 2016
- Intermediate networking – wired and wireless systems, applications and hardware
- SQL Databases and SQL programming language at a basic to intermediate level
- Experience with enterprise applications dealing with large amounts of data across multiple departments of an organization
- Experience/knowledge in various reporting applications and methodologies
- Experienced with troubleshooting to bring quick and appropriate resolution to issues
- Knowledge of computer hardware and ability to replace components as needed
- Malware/virus detection and removal
- Ability to read, analyze, and interpret general business literature.
- Ability to effectively present information and respond to questions from customers, leadership, and work with vendors appropriately

Applicants may email their cover letter and resume to:

[HRApplications@kuyper.edu](mailto:HRApplications@kuyper.edu)

Please review our website prior to applying.

Thank you for your interest in Kuyper College

04/08/22