Job Title: Help Center Lead

Job ID: 8039

Full/Part Time: Full - Time

Job Code: 0420 Information Technology Consultant - 12

Job Grade: Expert

Salary From: $6,249    Salary To: $11,748

Department: IT Help Center - 8216

Major Duties
Under general supervision of the Director, User Support Services, the Help Center Lead manages the day-to-day operations of the IT Help Center. The incumbent ensures that requests for support received via telephone, email, in-person, or through case tracking software are processed correctly and in a timely fashion; performs standard supervisory duties such as staff and student assistants training and development, preparing training programs, performance monitoring, as well as providing input regarding new hires, transfers and terminations; designs, creates, and analyzes metric reports to illustrate and monitor Help Center performance; provides excellent customer service and follows up with users to ensure problem resolution; acts as a liaison and facilitator between clients such as faculty, staff, and students, and Information Technology staff; attends and participates in committee activities as assigned; and performs other duties as assigned.

Qualifications
Equivalent to graduation from an accredited four-year college or university in a technical area or related field. Equivalent to five years of full-time, progressively responsible IT Help Desk work experience, including one year of team leadership and experience with organizing workflows and priorities. Experience in a higher education IT Help Desk preferred.

Knowledge, Skills, & Abilities
Thorough knowledge of a variety of software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems. Working knowledge of IT Help Desk operations, troubleshooting, and best practices preferred. Knowledge of how to create operating procedures and service level agreements; instituting quality assurance practices including call audits and customer satisfaction survey tools; effective communication and consultation both orally and in writing, with all levels of the user community. Functional knowledge of: Mac OS, MS Office, Office 365, LDAP search, Sun IDM and Oracle IDM, Active Directory, Cisco Desktop Agent Software, HR/SOLAR desirable. Ability and specialized skills to: organize workflow and priorities; lead 20+ staff and/or student employees; use of IT Help Desk case management software apply and assess user needs; identify, analyze and address user problems; provide ongoing project leadership to technical development staff. Ability to: analyze problems and propose effective solution; understand functional and procedural requirements and develop alternative solutions; relate system solutions to departmental management and staff; communicate effectively both orally and in writing; make presentations; conduct meetings; provide user training; and establish and maintain effective working relationships with others.

Pay, Benefits, & Work Schedule
The University offers an excellent benefits package.

The salary range for this classification is $6,249 - $11,748 per month.
The anticipated HIRING RANGE: $6,249 - $8,100, dependent upon qualifications and experience.

Hours: Full Time; 40 hours per week; 8:00am – 5:00pm, Monday through Friday. May include some evenings and weekends.
REG: This is a Regular position with a one-year probationary period.
General Information

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

How to Apply
Candidates should apply by completing the CSUN on-line application utilizing http://bit.ly/HR_CSUN link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Initial review begins January 2, 2018 and will continue until position is filled.

For more detailed information on the application and hiring process, please view the link below:
http://www.csun.edu/careers/

Equal Employment Opportunity
California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.

(01/08/19)