Definition of Class
This is a supervisory position in which the incumbent manages the Information Technology (IT) Helpdesk and related services. The incumbent oversees the maintenance of the call-tracking database used by the Helpdesk and other areas of IT. Incumbent provides technical support for computer users by troubleshooting and identifying problems and installing software. The incumbent also coordinates technical training and conducts seminars.

Examples of Work Performed
Supervises, trains, and oversees the work of Helpdesk staff.

Performs administrative functions such as hiring, firing, merit recommendations, and leave time.

Resolves conflicts or other problems relating to Helpdesk staff.

Monitors the budget for the Helpdesk.

Maintains the call-tracking database used by the Helpdesk and others within the IT Department.

Determines seminars to be offered each semester and summer terms. Coordinates with IT staff the seminars they will be able to teach. Ensures the availability of an instructor for each seminar. Serves as back-up to instructors and fills in as needed.

Facilitates computer and technical seminars for incoming freshmen, faculty, staff, and students.

Edits and writes articles; plans each issue and recruits article writers; and distributes the newsletter via electronic mail to all faculty, staff, and other describers.

Acquires quotes for faculty and staff purchases; researches technology options to meet campus needs; arranges demos of emerging technology products to determine feasibility.

Troubleshoots and identifies problems with faculty, staff, and student equipment and software.

Sets up new equipment, installs software, and demonstrates proper usage to faculty and staff.

Stays abreast on new advances in equipment and software by reading technical journals, browsing on-line resources, and attending conferences.

Attends regional and national conferences; makes presentations on technology issues to diverse audiences; serves on technology boards; and serves on committees as necessary.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Manages and oversees the work of Helpdesk staff.
2. Maintains the call-tracking database used by the Helpdesk and others within the IT Department.
3. Coordinates technical training in conjunction with the Department of Human Resources and facilitate seminars.
4. Develops strategies for improving processes related to the delivery of technical services to students, faculty, and staff.
5. Troubleshoots and identifies problems related to computer hardware and software, and other technical equipment.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 50 pounds.

Vision: Requirements of this job include close vision.

Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to talk and hear. The incumbent is periodically required to sit. The incumbent is occasionally required to stand; walk; reach with hands and arms; use hands to finger, handle or feel objects, tools or controls; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education:
Bachelor’s Degree from an accredited four-year college or university.

AND

Experience:
Three (3) years of experience related to the above described duties.

Substitution Statement:
Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

Interview Requirements
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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