



Help Desk Manager

Hudson County Community College is an award-winning, comprehensive urban college located just across the Hudson River from Manhattan in Jersey City and Union City, NJ. Fully accredited by Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most historic and ethnically diverse areas of the United States. The College was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists in the U.S. for the American Association of Community Colleges' (AACC) Student Success Award, and was presented with the New Jersey Business & Industry Association's Good Neighbor Awards in 2009 for the Culinary Arts Conference Center and in 2012 for the North Hudson Campus Project, and in 2015 for the Library Building.

Position Summary:

The Help Desk Manager is responsible for providing hands-on client support and training for help desk staff. This position contains both technical and management responsibilities.

Essential Responsibilities:

1. Provides ongoing supervision to direct reports:
 - o Provides ongoing leadership, advice, training, and guidance to direct reports;
 - o Ensures proper staffing levels and work distribution;
 - o Conducts staff meetings and attends staff meetings to promote a constant flow of information, open discussions, knowledge sharing, and to keep staff well-informed;
 - o Continually assesses the performance of direct reports. Develops and communicates performance goals, completes performance evaluations within established timeframes; provides feedback, develops and takes action on performance improvement plans, and determines and implements necessary disciplinary action, as needed;
 - o Supports the personal development and career growth of staff by identifying and providing ongoing training as applicable.

2. Develops, enhances, modifies, and maintains the College's services in accordance with established priorities, policy directions, and goals:
 - o In conjunction with the Chief Information Officer, develops and implements policy, practices, and technology in the planning and implementation of services for the College;

- o Analyzes the College's needs regarding the use of computer equipment and services;
 - o Provides technical support, innovative solutions, and integrated proposals for systems, including recommendations for hardware and software acquisitions;
 - o Manages all day-to-day operations of the help desk, and provides on-call support for systems, as required;
 - o Coordinate and oversee all open helpdesk tickets to ensure a timely resolution and escalation;
 - o Generate weekly, monthly, quarterly and yearly helpdesk service reports;
 - o Communicate with the campus community to ensure a high level of communications for new campus technology projects;
 - o Work closely with ITS staff to address complicated support issues;
 - o Effectively collaborates with all other Information Technology Department areas; e.g., academic labs, website, computer operations, etc., to ensure successful systems integration;
 - o Develops and maintains documentation for systems and users;
 - o Ensures proper systems licensing;
 - o Develops and conducts related training workshops in areas of computers and other software systems for faculty and all levels of employees;
 - o Ensures computer systems are safe from viruses, and other forms of tampering by recommending security policy, proactively installing virus protection software etc. Identifies and addresses potential threats and properly records all incidents;
 - o Perform other duties as assigned.
3. Researches, interacts with vendors, evaluates new technologies, applications and trends, and recommends plans to Chief Information Officer for future enhancement.
 4. Actively participates in special projects directly related to ITS support services development, support, and maintenance to determine the feasibility of implementing new or revised operations, procedures, processes, etc., to address the needs of the College.
 5. Projects a positive self-image of technical skill and professionalism, appearance, confidentiality, courtesy, conduct, honesty, fairness, and personal integrity at all times.
 6. Remains flexible and adaptable in work schedules and work assignments as defined by organizational and departmental needs.

Position Requirements:

Education & Experience:

Associate's degree from an accredited institution with a minimum of three years of experience in helpdesk computer lab support or customer service environment. Specific experience can be substituted for education at the discretion of the College. Various Microsoft or Apple Certifications are preferred.

Special Knowledge, Skills, and Abilities

Excellent desktop computer skills, dealing with end user issues, including but not limited to Microsoft Windows, Mac OS, Office, SharePoint, etc. Ability to troubleshoot technology problems required. Experience working in an Active Directory environment preferred. Knowledge of Track-It a plus or any other support call tracking system. Knowledge of Ellucian Colleague or similar ERP is preferred.

Effective verbal and written communication, interpersonal, and influence and negotiation skills required to interact with all levels of employees and management, vendors, etc., on a regular basis. Effective organization, prioritization, multi-tasking, time management, is required.

To Apply: Send letter of application, resume, salary requirements and names/contact information of three professional references.

Department of Human Resources
81 Sip Avenue, Mezzanine Level
Jersey City, NJ 07306
E-mail: Resumes@hccc.edu
Fax: (201) 714-2509

For additional information and employment opportunities at HCCC, please visit:
www.njherc.org, www.higheredjobs.com and www.latinosinhighered.com

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

HCCC IS AN EEO/AA EMPLOYER