



Position Title:	Help Desk Supervisor	
Reports To:	Executive Director	
Department:	Virtual College	Job Code: 0786
Prepared By/Date:	Jennifer C. Brito/7-2008	Job Group: PENC
Approved By/Date:	Sofia Villalobos/9-1-2010	Salary Grade: 12
Revised:	Jennifer C. Brito/9-3-2010	FLSA Status: Exempt

Summary:

The Virtual College Helpdesk Supervisor performs, supervises, and coordinates a wide range of high quality student focused services that include providing information about the Virtual College to students via phone, email.

Essential Duties and Responsibilities:

- Provides student support for all aspects of the Virtual College including but not limited to registration, course materials, and course access.
- Hires, trains, schedules, and supervises part-time staff.
- Escalates recurring issues and potential problems.
- Develops documentation for the Virtual College knowledge base.
- Develops best practices and operating procedures for help desk.
- Maintains tracking of calls, emails, and problem complaints via the helpdesk software.
- Provide weekly reporting of all help desk metrics and major issues.
- Works closely with others in the Virtual College to support the Virtual College.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of college organization, office practices and procedures.
- Knowledge of effective supervisory methods and techniques.
- Ability to make independent decisions in accordance with procedures, laws and regulations and apply these to work problems.
- Ability to meet and deal effectively with the general public and to use tact and good judgment.
- Ability to develop and maintain effective college, departmental and public relations.
- Ability to write routine reports and correspondence.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to work in a multi-ethnic and multi-cultural environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made

to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor's degree and three (3) years of related experience or an Associate's degree and seven (7) years of related experience.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name