ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Help Desk Manager

DEPARTMENT: Law School, Lincoln Center

POSITION SUMMARY:
The Help Desk Manager supervises the day-to-day operations of the Fordham University School of Law Help Desk; identifies, researches, and resolves technical problems; creates and manages escalation procedures and ensures service levels are maintained; and documents, tracks, and monitors issues to ensure resolution promptly.

RESPONSIBILITIES:
- Assumes responsibility for the day-to-day management of Help Desk staff.
- Supervises the Help Desk team’s response to incidents, call resolutions, prioritizations, and escalations.
- Monitors all IT Help Desk call queues regardless of ownership to ensure that service levels are maintained, and that customer requests are handled promptly.
- Oversees escalated issues to resolution and customer satisfaction. Ensures documentation and communication procedures are followed to keep customers informed of their service requests.
- Provides team leadership, mentorship, and management of all IT Help Desk-related matters, including but not limited to providing support for desktop hardware and software, connectivity issues, phones, and productivity tools.
- Applies technical problem-solving skills across all the IT disciplines, including hardware, software, and network.
- Liaises with team to troubleshoot complex support issues, identify root causes, and devise corrective actions to complete service requests.
- Identifies opportunities for improvement in the team’s call handling and interaction with other support groups.
- Provides IT project coordination with implementation, deployment, documentation, and training where appropriate.
- Assesses and provides recommendations to improve Help Desk operations, including IT training, staff professional development, procedures, policies, and service levels.
- Is proactive and actively engages with the constituents and level 3 support teams to identify solutions or potential issues. This will include periodically surveying the community and proactively disseminating information via email notifications, newsletters, and using the Intranet.
- Analyzes and reports on performance and service metrics to ensure customer service standards are being met within service levels and adhere to operational practices.

QUALIFICATIONS:
- Bachelor’s degree required; or in lieu of the degree a minimum of 4 years’ relevant experience
- Minimum 3 - 5 years of direct work-related experience supervising a team task with Help Desk and desktop support.
- Proficiency with FreshWorks Fresh Service or other similar ITSM platforms.
- Experience with desktop asset management and inventory solutions, imaging, software delivery, and remote-control tools.
- Advanced knowledge of all Microsoft client-side applications including, Office365, Microsoft Windows, Outlook, and other productivity tools.
- Robust understanding of and supporting web conferencing platforms like Zoom, Teams, and WebEx.
- In-depth knowledge of and support experience with Apple, Dell, HP, and other desktop/laptop hardware platforms.
- Support exposure to Active Directory, Exchange, networking technologies, Anti-virus, and client security technologies.
- Working knowledge of local and network-based printing, printer management, and maintenance.
- Expertise in supporting and troubleshooting Citrix, Pulse Secure VPN, or other remote work solutions.
- Strong leadership capability with practical delegation skills.
- Ability to effectively operate independently, provide direction to the team, set goals, and mentor as needed.
- Strong customer service focus and mindset
- Must be highly organized, detail-oriented, and capable of multi-tasking.
- Excellent written and verbal communications skills with a highly professional appearance.
- Ability to establish and maintain relationships with individuals at the Executive level.

SALARY: Commensurate with experience
FLSA CATEGORY: Exempt
START DATE: ASAP
SEND LETTER AND RESUME TO:
Ruben Mendez
Director, Law Help Desk & Support Services
rmendez@law.fordham.edu

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