

IT Helpdesk Supervisor

Information Technology Services Henderson State University

Job Description: The IT Helpdesk Supervisor is a full-time, twelve-month position. Under general direction, the IT Helpdesk Supervisor is responsible for supervision of the Helpdesk and for monitoring and controlling electronic computer and peripheral electronic data processing equipment. Other responsibilities include specialized assignments in different functional areas such as, technical services, networking or user support. This position is governed by state and federal laws and agency policy.

Examples of Work

1. Support
 - Supervise Helpdesk workers with Tier One support with assistance to students, faculty, and staff with miscellaneous problems related to telephones and computer problems including, but not limited to, logging on and password resetting.
 - Communicate by phone and email with technical support to diagnose problems and arrange for the repair of malfunctioned hardware.
 - Tier two support for employees and students.
 - Perform computer orientation for students (i.e. Heart Start and Henderson Seminar) and new employees (beginning of semester).
2. PC -- Setup new Desktop, Laptop, & Tablet Computers. Configure all settings for users and administrators. Research various problems including, but not limited to viruses, and software compatibility. Replace and upgrade hardware.
3. Printers -- Install, configure, and troubleshoot printers; both local and network type
4. Network -- Setup and maintain wired and wireless networks. Prepare and punch down patch cables to hubs and switches. Run wire to and from switches and hubs. Maintain network jacks. Maintain wires for presentation.
5. Telephony -- Wiring and troubleshooting telephone systems including the wiring, punch downs, and jacks
6. Assists other technicians with specialized job requirements
7. Prepare written and typed reports including work completed and updating progress.
8. Performs related responsibilities as required or assigned.

Qualifications: Henderson State University is an Equal Opportunity/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff, and students. In pursuit of this commitment, candidates will possess the formal education equivalent of an associate's degree in computer science, business systems, mathematics, or a related field, OR completion of technical training in computer science, information technology, or a related field acquired from a vocational, military, or industrial setting; plus, one year of experience in computer support operations. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB-RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.
Performs other duties as assigned.

Special Job Dimensions: Occasional work may be required after hours.

Salary: \$30,000.00

University: Henderson State University is located in Arkadelphia, Arkansas, a charming, family centered community of 11,000 residents situated one hour south of Little Rock, Arkansas, on Interstate 30. Nestled in the foothills of the Ouachita Mountains, the community is home to two universities, a strong public school system, a thriving medical community, two recreational rivers, the iconic Lake DeGray, and is approximately 30 miles from historic Hot Springs National Park, one of the great American treasures. Please visit www.hsu.edu, www.arkadelphiaalliance.com or www.arkadelphiaschools.org for more information about Henderson State University and our community.

Application: Interested candidates should submit a cover letter, resume', unofficial transcript(s), and three (3) professional references. Please email in PDF format to:

Jennifer Holbrook, Search Committee Chair
Director of IT Strategic Operations and Academic Technology
holbroj@hsu.edu

Review of applications will begin immediately and continue until the position is filled. The final applicant for this position will be required to submit to a background screening, including a criminal background check pursuant to university policy. The applicant will also be required to provide official transcripts to Human Resources. Under the provisions of the Arkansas Freedom of Information Act, applications are subject to public inspection upon written request.