

Help Desk Lead Lee College

Direct Link: <https://www.AcademicKeys.com/r?job=249275>

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Posted Nov. 20, 2024, set to expire Dec. 2, 2024

Job Title	Help Desk Lead
Department	
Institution	Lee College Baytown, Texas
Date Posted	Nov. 20, 2024
Application Deadline	12/02/2024
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Job Description	

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Help Desk Lead

Salary:

Job Type: Full-Time

Job Number: FY2300517

Location: Main Campus - Baytown, TX

Division: Information Technology

Position Overview

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Starting Salary Range is \$44,803 - \$50,409. The initial salary offer is commensurate with education and related work experience.

The Help Desk Lead position is responsible for providing excellent customer service, quality control, and technical support for students and employees through multiple means: phone, web, email, and face-to-face. In addition, the Help Desk Lead is also responsible for the development and implementation of help desk support processes and procedures, evaluation and recommendation of Help Desk tools, and creation of Help Desk materials and documentation.

Essential Duties & Responsibilities

- Provide password and network account assistance for students, faculty, and staff via phone, remote, email, and in person.
- Troubleshoot intermediate to complex software, network account, and other technical issues to increase First Call Resolution rates and allocate project time to technicians.
- Escalate issues from customers to the appropriate team with necessary background information when unable to resolve issues.
- Provide additional support to Service Desk Manager in the form of research and information discovery for reoccurring issues and campus-wide IT needs.
- Develop and implement help desk support processes and procedures under Service Desk Manager supervision.
- Test and implement help desk tools for use internally under Service Desk Manager supervision.
- Create, publish, and distribute Help Desk materials and documentation internally and externally.
- Research and organize information regarding reoccurring problems and issue resolution.

Additional Duties & Responsibilities

- Manage desktop support parts inventory under Service Desk Manager supervision.
- Perform other duties as assigned.



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Minimum Education, Experience, Knowledge, Skills & Abilities

- Associate's (or higher) degree in a qualifying field or successful completion of sixty (60) college credit hours
- Three (3) years of experience in customer service, help desk, or call center role
- Intermediate knowledge of Windows operating systems, Microsoft Office, Office 365, Mac OSX systems
- Intermediate computer software troubleshooting skills
- Excellent written and oral communication skills as well as excellent customer service skills
- Must be available to work evenings and weekends as needed

Lee College does not discriminate on the basis of race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age, disability, veteran status, genetic information or any other basis protected by law.

To apply, please visit <https://www.schooljobs.com/careers/lee/jobs/4733544/help-desk-lead>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

Lee College

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