

**NORTHWEST IOWA COMMUNITY COLLEGE
SHELDON, IOWA**

JOB DESCRIPTION

TITLE: **Help Desk Coordinator**

DIVISION: **Technology and Information Services**

BASIC FUNCTION: Full time position. Coordinate help desk activities and provide support for the Technology and Information department and software training for staff.

QUALIFICATIONS: **Required** – Associate’s Degree or equivalent experience
Basic computer skills.

Preferred – Community College or Higher Education Experience
Database experience
Bilingual in English and Spanish languages

SUPERVISOR: **Director, Technology and Information Services**

DESIRED CHARACTERISTICS:

1. Strong interpersonal skills.
2. Good analytical/problem solving skills.
3. Ability to communicate to people at all levels.
4. Ability to work independently in a dynamic, fast-paced environment.
5. Good customer service communication skills and knowledge of commonly used concepts, practices, and procedures in PC support and customer service.
6. High degree of confidentiality.
7. Excellent human relations and organizational skills.
8. Creative, adaptable, and flexible.
9. Ability to work under pressure and think logically.

DUTIES/RESPONSIBILITIES:

1. Respond to user help desk requests in a timely manner.
2. Manage influxes of help desk requests regarding password resets and general password management, MFA, VPN, Canvas, and email.
3. Serve as the College’s main point-of-contact with Verizon for all aspects related to billing, orders, and phone set-up/maintenance.
4. Manage the College’s Ebay account.
5. Perform system management and process print reports for the College printers.
6. Assist with the PO creation for OEPI.
7. Schedule and coordinate new employee IT orientations.
8. Provide periodic IT training to all employees on topics including but not limited to Windows features, security processes, Office features, Colleague system updates, voicemail/unified communications.
9. Manage the programming of Snap-On Toolboxes.
10. Set up and maintain employee accounts.
11. Manage the hardware for ID Badges.
12. Administer the College’s texting solution, as requested.

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DUTIES/RESPONSIBILITIES (CONT):

13. Maintain NCC's Rave account.
14. Install and administer ReadSpeaker on College devices, as necessary.
15. Monitor and maintain equipment as it is checked out to employees.
16. Perform media conversions, as necessary.
17. Install cable boxes.
18. Maintain game room equipment.
19. Assist IT staff with other projects, as directed.
20. Serve on college committees and teams as appropriate.
21. Other duties as assigned.

GENERAL PHYSICAL ACTIVITIES AND ENVIRONMENTAL CONDITIONS:

PHYSICAL ACTIVITY

N = Not Applicable
S = Seldom (1-9%)

O = Occasional (10-33%)
F = Frequent (34-66%)

C = Constant (67-100%)

- O Stooing: Bending body downward and forward by bending spine at the waist.
- O Kneeling: Bending legs at knee to come to a rest on knee and hands.
- O Crouching: Bending body downward and forward by bending leg and spine.
- O Crawling: Moving about on hands and knees or hands and feet.
- F Reaching: Extending hand(s) and arm(s) in any direction.
- O Standing: Particularly for sustained periods of time.
- F Sitting: Particularly for sustained periods of time.
- F Walking: Moving about on foot to accomplish task, particularly for longer distances.
- O Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.
- O Pulling: Using upper extremities to exert force in order to draw, drag, haul, or tug objects in a sustained motion.
- F Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position to position. (40 lb. boxes)
- F Grasping: Applying pressure to an object with the fingers and palm.
- F Talking: Expressing or exchanging ideas by means of the spoken word either on the telephone or in person.
- F Hearing: Perceiving the nature of sounds.
- O Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, etc.
- O Balancing: Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery, or erratically moving surfaces, such as roofs, catwalks, etc.
- O Repetitive Motion: Substantial movements (motions) of the wrists, hands, and/or fingers.
- F Visual Acuity: View computer and/or close visual work less than 18” of distance.
- O Travel: By means of transportation to on- and off-campus facilities, agencies, businesses, etc. (Both own transportation is needed or NCC provides transportation.)

ENVIRONMENTAL CONDITIONS

Subject to noise – causes workers to shout in order to be heard, subject to hazards such as moving mechanical parts and electrical current, and subject to working on scaffolding and high places.

The statements contained herein reflect general details as necessary to describe the essential job duties/responsibilities and performance expectations of the job, which should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

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WAGE/SALARY RANGE: \$30,000 - \$35,000

APPLICATION CLOSING DATE: Applications accepted until the position is filled.

ANTICIPATED EMPLOYMENT DATE: As soon as possible.

APPLICATION PROCESS: If submitting by mail, allow sufficient time so that it is received by the closing date. Application screening and interviewing will not be done until after the closing date unless noted otherwise.

A Northwest Iowa Community College application form must be completed and submitted by the specified time. A resume may be included, but will not take the place of a fully completed application form. **Do not** state "See Resume" in place of completing the respective information requested on the application form. Please remember to sign your application. **When indicated, copies of all academic transcripts must be included.**

SELECTION PROCESS: Applications will be reviewed by the appointed selection committee. Only applicants with completed materials will be considered. Appointments will be scheduled with those applicants selected for interviewing. Interview travel costs are at the applicant's expense unless stated otherwise. All applicants will be notified in writing once the position is filled.

FOR INFORMATION CONTACT: Human Resources Office, Northwest Iowa Community College, 603 West Park Street, Sheldon, Iowa 51201; 712-324-5061, ext. 113, or 1-800-352-4907

Nondiscrimination in Education

It is the policy of Northwest Iowa Community College not to discriminate on the basis of race, color, national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by federal and state civil rights statutes and all other applicable federal and state laws, regulations and orders. The Board of Trustees shall monitor progress on this policy through the President's appointed Affirmative Action/Equity Coordinator(s).

If you have any questions or complaints related to compliance with this policy, please contact one of the Equity Coordinators at Northwest Iowa Community College, 603 West Park Street, Sheldon, Iowa, room D403b or room A101D, email equity@nwicc.edu, phone number 712-324-5061, extension 113 or extension 137, fax 712-324-4136; or the Director of the Office for Civil Rights, U.S. Department of Education, John C. Kluczynski Federal Building, 230 S. Dearborn Street, 37th Floor, Chicago, IL 60604-7204, Telephone: (312) 730-1560, Fax: (312) 730-1576, TDD: (800) 877-8339, Email: OCR.Chicago@ed.gov.