



# Montcalm Community College

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## **SERVICE DESK LEAD**

## **FULL-TIME POSITION**

This position is charged with providing technical expertise for computer systems including networks, servers, copiers, instructional technology and administrative systems at all college sites along with ensuring proper operation of the Service Desk.

### **DUTIES:**

1. Assist with Selection, training, scheduling, and mentoring first level service desk staff
2. Maintain, analyze, and report on service desk metrics
3. Schedule and setup for events with audio, video, and computer technology
4. Support video and audio systems
5. Install and support instructional technology components that facilitate teaching and learning for both in person and online environments.
6. Maintain service desk ticketing system, service catalog, knowledgebase, and end user training documentation.
7. Learn and follow ITIL practices
8. Provide first call (1<sup>st</sup> level) and escalated (2<sup>nd</sup> level) service desk support.
9. Order, deploy, document, inventory and maintain end user/instructional technology.
10. Support and monitor application software systems
11. Assist with configuration and monitoring of servers and network devices.
12. Assist with prioritizing and responding to service requests, identifying problems, providing assistance and escalating calls and complaints as needed.
13. Maintain and support administrative technology solutions.
14. Other duties as assigned.

### **QUALIFICATIONS:**

1. Associates Degree in Related Field
2. Proficient with Internet addressing and protocols
3. Proficiency in MS Office and Software as a Service (SAS) applications
4. Good written and verbal communication and customer service skills
5. Proficient with classroom technologies preferred
6. Proficiency with audio visual technologies and online streaming preferred
7. Ability to work independently and as part of a team.
8. Understanding of the role and mission of community colleges
9. Proficient in current versions of Windows Server
10. Proficient in use of enterprise desktop and mobile management environments.
11. Proficient in computer repair with ability to become A+, Network+, Security+ certified preferred.
12. Ability to drive between college campuses and other remote learning locations.
13. Ability to lift 35 lbs.
14. Ability to supervise and delegate.

### **BENEFITS:**

Medical, Dental and Vision coverage, high deductible plan-fully funded. Long-term disability, Group Term life insurance, sick leave and tuition free study (some limitations) for self and dependents age 25 and under.

**IMMEDIATE SUPERVISOR:** Associate Director of Information Technology Services

**REMUNERATION** Per contract agreement, Support 4 Step 1 \$21.01

**APPLICATION DEADLINE:** July 13, 2020 @ 9 AM

**START DATE:** Approximately August 3, 2020

**METHOD OF APPLICATION:** On-line application at [www.montcalm.edu/employment](http://www.montcalm.edu/employment). Attach your cover letter, detailed resume, transcripts (if applicable) and three reference letters.

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*It is the policy and practice of Montcalm Community College to provide equal educational and employment opportunities regardless of race, sex, pregnancy, color, religion, national origin or ancestry, age, marital status, height, weight, disability or veteran status, or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. In addition, no person, on the basis of sexual orientation, gender identity, or gender expression shall be discriminated against in educational programs, activities, or admissions. Arrangements can be made to ensure that the lack of English-language skills is not a barrier to admission or participation.*