Position: A03170

ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Supervisor, Law Help Desk

DEPARTMENT: Law School, Lincoln Center

The Supervisor of the Law Help Desk oversees the day-to-day operation of the Fordham Law help desk. In doing so, the Supervisor will lead the Help Desk team to identify, research, and resolve all IT customer service issues timely and accurately. Further, he/she will create and manage escalation procedures and ensure service levels are maintained. The Supervisor of the Law Help Desk is also responsible to document, track, and monitor problems to ensure resolutions are provided in a timely manner.

RESPONSIBILITIES:

- Assist in the management of the integrated faculty, staff, and student Help Desk functions.
- Responsible for day-to-day management of Help Desk personnel including work schedule, time reporting, workload management, time off, and so on.
- Provide team leadership, mentorship, and management of all IT Help Desk related matters including but not limited to supporting the end user population with regards to desktop hardware, connectivity issues, smart phones and software.
- Provide IT project coordination with implementation, deployment, documentation and training where appropriate.
- Provide general consulting, training and staffing recommendations for the IT Help Desk operations.
- Monitor all IT Help Desk related call queues and follow through with escalated issues to resolution, regardless of ownership.
- Data gathering and ability to drill down into specific help desk root cause analysis, ability to proactively recommend effective courses of action, communicate resolution, policy and procedures to the various IT stakeholders, management and end user population.
- Apply technical problem-solving skills across all the IT disciplines including hardware, software and connectivity.
- Be proactive and actively engage customers to solicit feedback and to identify areas of improvement.
- Analyze and report on performance metrics to ensure customer service standards are being met, and are within the relevant security, operational and best practice guidelines.
- Respond to customer service interactions in a professional and timely manner, achieving positive guest/problem resolution.
- Conduct regular performance and review meetings and address performance issues.
- Develop and manage a staff reward initiative program to ensure an elevated level of motivation and engagement.
- Manages Help Desk staffing including consultation on performance promotions, hiring and disciplinary responsibilities.
- Oversees Solutions repository and ensures top quality solutions are available to the staff.
- Partners with various department Managers to facilitate knowledge transfer between functional areas and Shared Business Services.
- Develops service level agreements to establish problem resolution expectations and timeframes.
- Design, implement, manage and enforce standard operating procedures for clients and internal use.
- Assist in the management of the integrated faculty, staff, and student Help Desk functions.

QUALIFICATIONS:

- Bachelor’s degree required or equivalent experience
- Qualified candidates must have an associates’ degree or at least 3 years of direct work-related experience with supervising a customer service environment or related position.
- Strong leadership capability with effective delegation skills.
- Ability to effectively operate within an ambiguous environment and independently set departmental direction, goals and objectives.
- Advanced knowledge of all Microsoft client-side applications including, Microsoft Windows OS, IE, Outlook
- Knowledge and support experience on the Dell and HP hardware platforms.
- Support exposure to Active Directory, Exchange, networking technologies, antivirus and spam blocking technologies.
- Support exposure to Easy Vista, TrackIT or other similar call tracking, asset mgmt. inventory, desktop imaging, software delivery, remote control systems.
- Working knowledge for supporting various local and network based printing technologies.
- Exposure and support experience with Citrix and related VPN technologies.
- Ability to understand emerging applications and keep abreast changes in the technology landscape.
- Strong customer service focus
- 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 strong relationships with individuals at the Executive level.
- Familiar with a variety of the field's concepts, practices, and procedures.

SALARY: Commensurate with experience

START DATE: 11.21.17

Send letter and resume: Ruben Mendez
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Fordham University is committed to excellence through diversity and welcomes candidates of all backgrounds.

Fordham is an Equal Opportunity Employer.