**Help Desk Coordinator (FT)**

**Location**: Dougherty County Campus

Albany Technical College seeks a well-qualified, highly motivated individual to fill the positon of Help Desk Coordinator. The Help Desk Coordinator is responsible for delivering excellent customer service, technical support, and services to technical college students and faculty. Specifically, the Dean of Academic Technology will supervise the Help Desk Coordinator. Under general supervision, the Help Desk Coordinator will provide technical support for Blackboard course learning management systems, technical support to faculty and students at the technical college by answering questions and isolating problems related to Blackboard learning management system. He/she will perform Helpdesk functions, including first level problem determination and resolution, and will utilize designated software to record problem history information. The HDC will assist in the development and production of various management reports, which reflect the help desk support usage and other related information. He/she will mainly provide one-on-one training support to faculty and students as needed, and oversee the GVTC help desk ticketing system and online chat system.

The purpose of this position is to coordinate the operations of the Titans Help Desk part-time technicians and to provide the first level of support to the faculty, adjuncts and students for online courses. This is accomplished by directing the operation of the Help Desk, providing Academic Technology support to faculty and students, providing level I support related to software and/or hardware issues – issues related to IT needs will be identified and escalated to the IT Support team, and generating Help Desk administrative reports. Other duties include providing support via phone, email, in-person for issues related to computing at Albany Technical College, and assisting in other duties as assigned. He/she should have good oral and written communication skills, and be able to work with diverse populations.

**Minimum Qualifications:** The applicant MUST possess an Associate degree from an accredited college or university in a related field \*AND\* have two (2) years of related work experience. Note: Experience may substitute for the degree on a year-for-year basis.

**Physical Demands:** The employee occasionally lifts or moves objects of a light to medium weight. Work is typically performed in an office environment with intermittent sitting, standing, or walking in various settings. Full range of hand and finger motion may be utilized for data entry purposes.

**Salary/Benefits:** Salary is commensurate with education and work experience. Benefits include paid state holidays, annual sick leave, and the State of Georgia Flexible Benefits package.

**Application Deadline:**  The position will remain open until filled.All applications packets MUST be completed via the Online Job Center at <https://www.easyhrweb.com/JC_Albany/JobListings/JobListings.aspx> . As a part of the application process, interested candidates will be required to upload other documents including a resume, cover letter and unofficial transcripts (see job center listing for more details). This posting will be removed from the Online Job Center once the position has been filled. For more information regarding this position or application instructions, please contact the Human Resources Office at 229-430-1702. All positions

require a pre-employment criminal background investigation, education, and employer/professional reference checks. Some positions may additionally require a motor vehicle record search, credit history check, fingerprinting, and/or drug screen. All male applicants between the ages of 18 and 26 years of age must present proof of Selective Service Registration. Copies of all transcripts should be submitted at the time of application. Official transcripts are required upon employment. Albany Technical College is an equal opportunity employer and does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, or citizenship status (except those special circumstances permitted or mandated by law).

***Note: Due to the volume of applications received, we are unable to personally contact each applicant.***

***If we are interested in scheduling an interview, a representative from our college will contact you***

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| **Title IX Coordinator:**  Dorene Aquino, HR Coordinator  1704 South Slappey Blvd.  Albany, GA 31701  229.430.6597 | **Equal Opportunity Officer:**  Lola K. Edwards-Director of Human Resources  1704 South Slappey Blvd.  Albany, GA 31701  229.430.1702 | **Section 504 Coordinator:**  Regina Watts, Special Needs Coordinator,  1704 South Slappey Blvd.  Albany, GA 31701  229.430.2854 |