

**Position Description:**

Title: Help Desk Coordinator

Status: 12-Month, Full-Time, Hourly

Department: Information Technology

Reporting to: Director, Information Technology

**Organization Description:**

Loyola Blakefield, founded in 1852 in Baltimore, Maryland, is a Roman Catholic Jesuit independent school for boys in grades 6 – 12. Loyola is inspired by the principles of St. Ignatius Loyola and the Society of Jesus. Our mission is to form men for others who are open to growth, intellectually ambitious, religious, loving, and committed to diversity and doing justice.

**Job Description:**

The Help Desk Coordinator provides courteous and professional support services to the end users via telephone, email or remote access on a variety of technical issues/ problems. The Helpdesk Coordinator also provides general office support to the Information Technology Department.

**Duties and Responsibilities:**

- Provide customer and technical support to customers through inbound phone and email requests
- Independently identify, troubleshoot, document, and replicate customer problems and then escalate complex problems according to procedures
- Retain ownership of all cases throughout the resolution process
- Provide input for escalation to department team members through proper escalation procedures
- Carry out tasks such as password changes/resets, user account creations, deletions, archiving, assisting users with addition/removal of printers/copiers on a PC, LCD Projector training/troubleshooting, assisting users with Outlook issues
- Create trending reports and identify problem areas that may require additional training and support
- Manage/Troubleshoot campus copier resources
- Schedule and assist with A/V setups for campus events and services
- Maintain Technology Department physical asset inventory database
- Assist Director in contract management, vendor relations, and purchase order management
- Other duties as assigned

**Skills and Requirements:**

To perform this position successfully, an individual must be able to perform each job duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

- Associate degree in IT or related field preferred
- Excellent customer service skills
- Strong verbal, written, and interpersonal communication skills and excellent listening skills
- Ability to interact with individuals at all organizational levels
- Ability to manage multiple tasks and priorities including good time management skills
- Ability to work independently with minimal supervision
- The ability to move, transport, pick-up, and/ or carry equipment with a minimum weight of 25 lbs. or more.

**Application Process:** Qualified applicants must submit their resume with cover letter, including both salary requirements and references, to Gina Fischer, Human Resources Manager at [hr@loyolablakefield.org](mailto:hr@loyolablakefield.org)