#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Service Desk Support Coordinator

**Job Number:** C-064 | VIP: 1777

**Band:** OPSEU- 9

**NOC:** 2282

**Department:** Information Technology

**Supervisor Title:** Senior Manager, Client Services

**Last Reviewed:**  September 20, 2022

#### **Job Purpose:**

Under minimal supervision, this position is responsible for overseeing the first level Service Desk student staff and ensuring that end users are receiving the appropriate assistance within the service level expectations. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user service requests, including the monitoring, tracking, and coordination of Service Desk functions. The Service Desk Coordinator will also contribute to problem resolution and quality assurance by giving in-person, hands-on support to end users at the desktop level and liaising with level 2 staff. Must be available for regular weekend and evening shifts and have a valid Ontario Driver’s License – Class G.

#### Key Activities:

1. Single point of contact for level 1 student employees.
2. Coordinates the processing of incoming requests to the Service Desk via all methods to ensure courteous, timely and effective resolution of end user issues, based on issue priority.
3. Triage and prioritize incoming ticket (Impact and Severity).
4. Analyze performance of Service desk activities and documented resolutions, create knowledge items, identify problem areas and devise and deliver solutions to enhance quality of service and to prevent future problems.
5. Track and analyze trends in Service desk requests and generate statistical reports.
6. Responsible for academic software license renewals.
7. Own, document and continually refine the process for resolution of technical support issues from initiation through escalation and resolution.
8. Perform preliminary isolation and troubleshooting of problems, where possible; work to ensure reproducibility of problem prior to escalation.
9. As a prime liaison with level 2, this role will represent the voice of the client during new service launches, project planning and change and problem management.
10. Identify service improvement programs and automation proposals to improve service quality and manage delivery costs.
11. Represents client needs as they relate to desktop, LAN and WAN environments, configurations, images and policies and procedures.
12. Responsible for maintaining inventory of classroom & lab consumables (paper/toner etc.)
13. Maintain current knowledge about tools, techniques, and technology to effectively inform, instruct and advise all clients.
14. Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 years) in a science discipline with significant computer science course content.

#### Experience/Qualifications Required:

* Four years directly related experience, or a reasonable equivalent combination of education and experience.
* Excellent written and oral communication skills
* Solid relationship management and performance management skills
* Demonstrated familiarity with ITIL and IT Service Management practices
* Must hold and maintain a valid Ontario Driver’s License – Class G
* Advanced knowledge and extensive experience with Microsoft operating systems; Mac OSX, UNIX/Linux
* Significant experience implementing and/or troubleshooting web-based applications.
* Training and experience in website design and server-based programming including HTML, JavaScript, CSS, PHP and XML.
* A strong understanding of networking technologies and their interaction with web-based applications.
* Advanced analytical & troubleshooting skills, including the ability to visualize infrastructure and processes.
* Ability to classify issues, assign severity, and manage through defined processes based on the issue’s severity.
* Ability to look beyond the initial symptom of an issue, and instead perform an in-depth analysis to identify and document the root cause(s).
* Ability to provide accurate technical product support to customers, including system administrators and software developers.
* Ability to train & supervise other technical support personnel, while at the same time engaging them in the overall goal of excellence.
* Demonstrated success implementing and/or changing processes to achieve efficiencies within the team or providing improved customer support.
* A demonstrated commitment to remaining current with changing trends in technology.
* A demonstrated ability to work independently yet interact with others to achieve goals as stated in the requirements of the position.
* Strong organizational skills, accuracy and attention to detail, ability to handle multiple priorities and meet short deadlines.
* Experience analyzing data and applying knowledge gained to improve processes going forward.
* Proven ability to effectively communicate feedback in a positive and professional manner.
* Ability to develop and maintain positive working relationships both within and across organizational boundaries.

#### Supervision:

* Supervise and direct the activities of student employees:
  + Student Technical Support Assistants
  + Service Desk Level 1 Student Technical Support Assistants