Our company is looking to fill the role of help desk coordinator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for help desk coordinator

- Interfaces with carrier representatives to obtain pricing, service selection, and billing information
- Provides conference calling, fax and E-mail directory support through the use of multiple platforms and applications
- Train users on SPARCS and other supported business productivity applications including Office Suite of products, Share Point
- Manages Single Call Help Desk and Work Order System
- Manages reporting from Help Desk and CMMS systems and maintains UMP Facilities dashboard
- Trains other support staff, helps to ensure coverage of Help Desk hours, and helps to maintain overall quality and performance level of Help Desk services
- Provides back up assistance to the CSC admin support team as needed to ensure that daily tasks are completed
- Performs other duties as assigned, including performance goals and goals defined by UMP's Real Estate and Facility Operations team
- Operates the Help Desk software and maintains the database
- Develop and maintain rapport and communications with students and troubleshoot and answer their questions in a professional, timely and courteous manner by email and phone

Qualifications for help desk coordinator

- Understanding of productivity suite software

- Experience supporting complex operational software system including trouble shooting and problems solving
- Ability to work in high pressure, highly flexible environment against both short and long term requirements
- Experience researching program issues using the MS Office suite, including Excel and PowerPoint
- Experience using the of helpdesk JIRA ticketing system