

Helpdesk Manager, Office of Computer and Information
Services
Kean University

Direct Link: <https://www.AcademicKeys.com/r?job=233850>

Downloaded On: Oct. 31, 2024 7:04pm

Posted Apr. 2, 2024, set to expire Mar. 27, 2025

Job Title	Helpdesk Manager, Office of Computer and Information Services
Department	Office of Computer and Information Services
Institution	Kean University Union, New Jersey
Date Posted	Apr. 2, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Information Technology
Job Website	https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Helpdesk-Manager--Office-of-Computer-and-Information-Services_R2756

Apply By Email

Job Description

External Applicant Instructions

- Please upload your resume/CV for automatic population of information to your Kean application.
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Your contact information, work experience and education will be automatically filled in. Please review all fields - you will need to verify that the data is accurate.

- **In the “My Experience” section, you will find a resume/CV upload option where you can submit your cover letter and any other supporting documents you may wish to submit.**

Office of Computer and Information Services

Helpdesk Manager

Reporting to the Director of Technical Support Services, the Helpdesk Manager (Managing Assistant Director 2) will lead the IT support team in delivering world-class technical assistance and customer service to the university community. The Helpdesk Manager will be responsible for managing the day-to-day operations of the unit, managing a team of Helpdesk Analysts and ensuring timely resolution of technology-related issues reported through the university's IT support channels. The Helpdesk Manager will play a critical role in the department's technology transformation, managing organizational and technological change for the Helpdesk. *This position requires travel and a flexible schedule including evening and weekend hours.*

Qualifications: Bachelor's degree from an accredited college and a minimum of two years of experience in IT support with strong technical proficiency in troubleshooting hardware, software, networking and other IT-related issues is required. Preferred qualifications include: a degree in Computer Science, Information Technology or a related field; at least 5 years of experience in a supervisory or managerial IT role; familiarity with IT service management (ITSM) frameworks such as ITIL; and experience with helpdesk ticketing systems (e.g., Freshservice, ServiceNow). Candidate must have strong leadership and interpersonal skills, with the ability to effectively manage a diverse team and interact with stakeholders at all levels of the organization; excellent oral and written communication skills and the ability to effectively communicate with faculty, staff and students; and outstanding customer service skills and a proven track record of delivering high-quality customer service and support in a fast-paced environment.



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Candidacy review begins immediately and continues until appointment is made. **Please submit your cover letter, resume/CV and contact information for three professional references.** Official transcripts are required prior to the starting date of employment.

Attention current Kean University employees (including part-time Student Assistants, Graduate Assistants, Academic Specialists and Adjuncts): Please apply via the internal career site to ensure consideration as an internal candidate. To apply internally, please log into your Workday account and select the Career icon on your homepage to view available positions.

Additional Information

Kean University complies with the [New Jersey First Act](#) (Senate Bill No. 1730, P.L. 2011, Chapter 70). Any individual newly hired by Kean University will be required to abide by this law and establish a principal residence in New Jersey. New employees will have a full 365 days to establish such residence, from the effective date of hire.

In compliance with the Americans with Disabilities Act (ADA), if you have a disability and would like to request an accommodation in order to apply for a position, please refer to Section III.A. of our [Reasonable Accommodations Policy & Procedures](#).

Diversity & Non-Discrimination Statement

Kean University is committed to establishing and maintaining a diverse campus community through inclusive excellence and equal opportunity. Kean's commitment to access and equity is designed to prepare each graduate to not only thrive, but climb higher in a diverse world. As an affirmative action, equal opportunity institution we work to support a campus-wide agenda to foster a community that both values and promotes the diversity and equity of all students, faculty, staff, administrators, and beyond.

EEO/AA Statement

Kean University is an Equal Opportunity/Affirmative Action/Veterans/Disability Employer



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Contact Information

Please reference Academickeys in your cover letter when
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Contact

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