Position: Help Desk Manager
Department: Information Technology Services

The University of Pikeville (UPIKE) seeks a Helpdesk Manager to lead and manage daily operations while fostering a customer-focused service environment that supports the technology needs of students, faculty, and staff. This role will provide strategic and operational leadership to frontline support staff, ensuring timely and effective ITS service delivery.

Responsibilities:

- Supervise Customer Support Technicians and manage scheduling and performance.
- Provide training, mentorship, and cross-training for Helpdesk and student support staff.
- Coordinate with the Director of ITS to align helpdesk initiatives with institutional priorities.
- Assist with recruitment and oversight of ITS work-study students, fostering skill development and responsibility.
- Monitor and manage Helpdesk software and ticket queues to ensure timely and accurate resolution of requests.
- Identify recurring issues and recommend changes to workflows or training to reduce repeat tickets.
- Develop and maintain documentation and knowledgebase content to support efficient troubleshooting.
- Oversee deployment, setup, and lifecycle maintenance of endpoint devices (desktops, laptops, printers).
- Provide Tier 1 and Tier 2 support for general hardware/software issues reported by faculty, staff, and students.
- Assist with Windows Active Directory user/computer account management.
- Generate Helpdesk metrics and service reports for departmental analysis.
- Evaluate trends in service requests to recommend improvements in tools, policies, or user training.
- Maintain and manage ITS inventory and asset tracking systems.
- Coordinate with third-party vendors for support or warranty service on ITS equipment.
- Participate in planning meetings and represent Helpdesk operations in cross-departmental initiatives.
- Perform other duties as assigned by the Director of Information Technology Services.

Education/Skill Requirements:

- Bachelor's Degree in Information Technology, Computer Science, or a related field preferred: equivalent experience considered.
- At least 3 years of experience with hardware, software, networking, and cameras.
- Must have experience working with office equipment, e.g. computer, printer, video camera.
- Must be proficient with Microsoft Office, particularly Word and Excel.
- Must be able to perform simple calculations.
- Must be familiar with conducting research on the Web.
- Must have experience with computer maintenance.

The University of Pikeville offers a competitive salary commensurate with qualifications and experience. UPIKE offers a competitive benefits package including medical, dental, vision, and life insurance, telemedicine, long term disability, tuition waivers, a 403(b)-retirement plan, and HSA, FSA, & dependent care accounts. UPIKE also offers a generous holiday schedule and paid leave program.

Important Notes: Resume and other application materials will be reviewed to determine if you meet the required qualifications for the position. If it is determined that you meet the required qualifications, your application materials will be used to identify a top group of the most highly qualified candidates. Please, specifically address the qualifications, competencies and desired qualifications in your resume and application materials.

The University of Pikeville is committed to providing a safe and productive learning, living and working community. To achieve this goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history.

The University of Pikeville is an equal opportunity employer committed to assembling a diverse, broadly trained faculty and staff. The University of Pikeville does not discriminate on the basis of race, ethnicity, color, sex, gender, gender identity, sexual orientation, religion, national origin, age or disabilities in its programs, activities, hiring, or the admission of students.

For more information about the University of Pikeville, please visit http://www.upike.edu. Interested applicants should complete the online application by visiting https://www.upike.edu/offices/human-resources/careers/. In addition to the application, interested applicants are requested to attach to their application a letter of interest, current resume, and the contact information for three to five professional references.