Location: UMD Libraries
Job Title: Helpdesk Supervisor

Responsibilities: As a member of the User and Systems Support team, the Helpdesk Supervisor provides focus, direction, organization and support for all Helpdesk activities including the provision of technical support for desktop computers, applications, and related technology. The incumbent is also responsible for monitoring assignments, supervising nonexempt, contract and student employees while ensuring all Helpdesk contact points are covered in an optimal manner, distributing requests and managing priority email tickets.

Requirements:
Bachelor's degree from an accredited college or university; or an equivalent combination of education and experience

Experience:
Minimum of 3 years of technical customer support or service work

Knowledge, Skills, & Abilities:
Ability to lead and foster a collaborative team approach
Excellent verbal and written communication skills
Excellent interpersonal, negotiation, and conflict resolution skills
Excellent organizational skills and attention to detail
Strong analytical and problem-solving skills
Ability to prioritize tasks and to delegate them when appropriate.
Ability to act with integrity, professionalism, and confidentiality
Proficient with Microsoft Office Suite, Google Workspace, or related software

Salary Range: $53,237 - $66,546

Application Process: Best Consideration: November 9, 2023
Apply online at https://ejobs.umd.edu/postings/114655

Closing Date: 11/9/2023