EMPLOYMENT OPPORTUNITY

Position Title: HELPDESK SUPERVISOR
Employment Status: Full Time / 12 Months – Career Service

General Description:
The Helpdesk Supervisor reports directly to Chief Information Officer (CIO); he/she supervises the Helpdesk department that performs routine work in implementation and maintenance of software and hardware on the ASCC local area network (LAN). Responsibilities also include supervising MIS Technicians, report preparation, managing Helpdesk Officer, providing customer service, and performing hardware and software repairs that are outside the scope of MIS Technician.

Responsibilities and Duties:
• Operate and maintain Helpdesk software; assigning work orders to Technician II and Technician I; performing their duties and taking over their work orders if they are not available.
• Troubleshoot and support Apple Mac desktops, laptops and approved Apple devices according to MIS support service agreements.
• Provide initial support for Colleague software installations, including reporting and printing software related to Colleague.
• Oversee maintenance and support of computer labs by providing updates and software installation; provide initial Colleague support for students during registration periods.
• Provide training, guidance and supervision for Technician II and Technician I.
• Coordinate updates with other department managers as to the status of work orders and consult them on PC status.
• Contact PC vendors and external partners to coordinate parts purchasing and project follow-ups.
• Provide required and requested reports to CIO on status, progress and needs of the Helpdesk Department.
• Assist CIO in creation of departmental procedures to improve Helpdesk activities.
• Perform other duties assigned by the CIO.

Minimum Qualifications:
Minimum Qualifications recommendation:
• Bachelor of Arts/Science degree in technology related field from an accredited community or technical college or university, or equivalent combination of relevant education and experience.
• At least 2 years of experience; or 6 years relevant experience without BA degree (relevant may include work experience, as well as time spent towards a college degree and/or certification).

Salary: GS 14/06-09: $23,207.00 - $25,937.00 per annum
Application Deadline: Wednesday, February 10, 2016 @ 4:00pm
Applications are available from American Samoa Community College, Human Resources Office at 699-9155 Ext. 477/335/403 or by emailing Silaulelei Saofaigaalii at s.saofaigaalii@amsamoa.edu or Lipena Samuelu at l.samuelu@amsamoa.edu.

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