



## GADSDEN STATE COMMUNITY COLLEGE JOB DESCRIPTION

Gadsden Campuses

Created on: 6/12/2025  
Revised on: 6/24/2025

Job Title	Salary Schedule	Grade	Job No.
ITS Help Desk	E3	04	SS9858
Reports To	FLSA Status	Grant Funded	Tenure Track
Director of Information Technology Service	Non Exempt	No	Yes

**JOB SUMMARY:** The ITS Help Desk provides first-level technical support to college faculty, staff, and students, while also performing a variety of clerical and administrative tasks.

**QUALIFICATIONS:**

- ◆ 15 hours of post-secondary education in computer science, electronics or related field **required**
- ◆ Two (2) years of experience in customer service or related role **required**
- ◆ Proficiency with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) **required**
- ◆ Associate’s degree in information systems, computer science, business administration, or related area from an approved U.S. Department of Education accredited institution *preferred*
- ◆ IT Help Desk experience *preferred*
- ◆ Experience with a help desk ticketing system (e.g., Zoho, ServiceNow) *preferred*

**DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◆ Pleasing personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; professionalism; willingness to participate in workshops, seminars, etc. to keep abreast of new computer technology

**DUTIES:**

- ◆ Monitors and responds to help desk support tickets, emails, and phone calls in a timely manner
- ◆ Escalates technical issues to the appropriate ITS staff members
- ◆ Provides basic support for user account creation, password resets, and software installations
- ◆ Maintains inventory of IT equipment and supplies
- ◆ Performs administrative tasks for the ITS department
- ◆ Submits requisitions for purchases
- ◆ Ensures all invoices are received and paid in a timely manner
- ◆ Monitors departmental budget and availability of funds
- ◆ Provides several hours of evening and weekend remote help desk support each week
- ◆ Perform other duties as assigned
- ◆ Comply with all policies of the Alabama Community College System and the College

*Note: The intent of this description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of*

*specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.*

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described below represent those that an employee may encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

**Physical Demands:**

- ◆ Mobility: Primarily sedentary work with occasional walking, standing, bending, and reaching, particularly when retrieving equipment or files
- ◆ Manual Dexterity: Regular use of hands for typing, operating a computer, telephone, and other office equipment
- ◆ Lifting: Ability to lift and carry IT-related items and supplies weighing up to 25 pounds
- ◆ Communication: Clear and effective verbal and written communication skills required for help desk support and interdepartmental coordination

**Work Environment:**

- ◆ Setting: Work is performed in an office environment within the Information Technology Services department
- ◆ Travel: Minimal travel may be required for training or off-site support needs
- ◆ Schedule: Standard weekday hours with required evening and weekend remote support on a rotating or scheduled basis
- ◆ Interaction: Frequent interaction with faculty, staff, students, and IT personnel; must be able to work collaboratively and handle inquiries with professionalism and patience

**Reviewed by: HR Manager**

**Employee Name:**

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**Employee Signature**

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**Date**