

GORDON COLLEGE

Position Description

Title: Help Desk & Access Services Coordinator

Function: Under the supervision of the Director of Client Services and within the Center for Technology Services (CTS), this role provides front-line support to the Gordon Community by managing scheduling, documentation, and coordination functions at the CTS Help Desk. A primary responsibility will be administration of campus door access and ID cards, along with overseeing the scheduling of checkout equipment, service coverage, and student help desk workers. This position emphasizes administrative organization, customer service, and operational coordination and with the potential of technical repair and troubleshooting.

Description of Duties and Tasks:

Essential Responsibilities:

1. Customer Service & Front Desk Support

- Greet and assist walk-in, phone, and email requests in a professional and friendly manner.
- Document and route requests within the CTS ticketing system (Footprints), ensuring accurate logging, follow-up, and resolution tracking.
- Provide general information to students, faculty, and staff regarding CTS services, policies, and procedures.

2. Access Control & ID Card Administration

- Provision new and replacement ID cards with appropriate door access levels, as designated by Gordon Police.
- Manage updates to access levels for academic, residential, event, and utility spaces.
- Partner with Physical Plant to coordinate service calls for door access hardware issues.
- Maintain accurate records of access permissions and changes.

3. Scheduling & Coordination

- Maintain help desk coverage schedules, ensuring open hours are adequately staffed.
- Assist with scheduling and tracking of CTS checkout equipment and A/V resources.
- Support coordination of printer point-of-sale services and related administrative processes.
- Help train, schedule, and oversee student workers to ensure consistent customer service.

4. Operational Support

- Resolve or route help desk service requests to appropriate technology groups.

- Serve as a liaison between CTS and other departments for requests involving scheduling, access, or service coverage.
- Function as college operator (in conjunction with Public Safety) by routing incoming calls to the appropriate individuals and departments.

Additional Responsibilities:

- Acquire and maintain a working knowledge of CTS-supported systems to assist with basic request handling, routing, and communication.
- Collaborate with the Barrington Center for the Arts to manage scheduling and tracking of A/V rental equipment.
- Assist CTS leadership with reports, data entry, software/hardware procurement and other clerical tasks to support departmental operations.

Required Knowledge, Skills and Abilities:

The successful candidate must profess faith in Jesus Christ as Lord, accept Gordon's Statement of Faith, and practice Christian values in daily interactions with students, faculty, staff, and the public, as outlined by Gordon's Statement of Life and Conduct. This position is expected to actively support and advance Gordon's mission through both professional and spiritual contributions.

This includes:

- Helping new Gordon employees feel welcome.
- Taking an active interest in the spiritual lives of student workers.
- Spending time mentoring, praying with, or encouraging student workers, either formally or informally.
- Extending hospitality and assistance to visitors on campus.
- Being consistently friendly and helpful in all interactions with students.

In addition to these commitments, the role requires:

- Strong interpersonal and communication skills, with the ability to provide clear and courteous service.
- Excellent organizational and administrative skills, including scheduling, recordkeeping, and task coordination.

- The ability to learn and maintain working knowledge of campus access systems, scheduling tools, and CTS ticketing systems.
- Comfort and accuracy while working in a fast-paced, and at times noisy, environment with frequent interruptions.
- The ability to multitask efficiently and effectively.
- Flexibility and willingness to work some extended or adjusted hours to ensure Help Desk coverage during all open hours.

Position Code: CTS-HDSK-1

Grade: 4

FLSA Status: Non-exempt