



Posted: 05/22/2025  
Pay Rate: \$19.00 - \$24.00  
Status: Non-Exempt, Full-time

[The College of Idaho](#) is seeking applications and recommendations for the position of **IT Helpdesk Supervisor**. If you are interested in joining a dynamic [Information Technology](#) team and becoming part of a close-knit, inclusive community that values stability and work-life balance, this opportunity is for you. This role involves hands-on IT support tasks, supervising and mentoring student technicians, as well as managing and escalating issues within the helpdesk ticket system.

The IT Helpdesk Supervisor will oversee and optimize helpdesk operations. This includes troubleshooting and diagnosing end-user (remote and on-site) technical issues, implementing solutions, and ensuring clear communication and exceptional customer service. They will regularly evaluate and report on service levels, and also be responsible for new user training, coordinating service communications, maintaining procedural documentation, and managing user security administration.

The successful IT Helpdesk Supervisor will have at least one year of technical support or Helpdesk administration experience, preferably in hardware and software support within enterprise or academia. Candidates who possess a post-secondary education in IT-related fields (or equivalent experience), and certifications such as CompTIA, A+, and Microsoft MCTS are highly desirable.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of their employment without sponsorship from The College of Idaho. A current, valid driver's license is also required, and candidates must be vehicle insurable.

The College offers competitive benefits including tuition waiver for dependents, health insurance, a retirement plan with employer match, generous paid time off, free access to on-campus fitness centers, and free admission to campus events. Spouses, domestic partners, and dependents are eligible for benefits coverage.

A complete application will include a current résumé, a cover letter addressing qualifications for the position, and the names and contact information of three (3) references: two (2) from management and one (1) professional, sent to [hr@collegeofidaho.edu](mailto:hr@collegeofidaho.edu). Review of applications will begin immediately and continue until qualified candidates are selected. As we move through the application review process, additional information may be requested from qualified candidates.

With over 134 years of history, The College of Idaho is a regional and national leader in higher education. The College of Idaho is an [inclusive community](#) of exceptional learning that challenges the ambitious and forges pathways to success and purpose.

The College of Idaho is proud to be an equal-opportunity employer. We are dedicated to attracting, retaining, and optimizing performance and academic excellence through an inclusive workforce. The College does not discriminate on the basis of sex, race, color, age, religion, disability, national and ethnic origin, veteran status, sexual orientation, gender identity, or any other basis protected by law.