

Posted: 02/08/2024
Salary Range: \$35,895.00 - \$47,860.00
Status: Exempt, Full-time



[The College of Idaho](#) invites applications and recommendations for an **IT Helpdesk Supervisor**. If you are looking to join a dynamic [Information Technology](#) team, and want to be part of a close-knit inclusive community that provides stability and work-life balance, this job is for you. This role combines hands-on IT support tasks, the supervision and mentorship of student technicians, and the management and escalation of the helpdesk ticket system.

The IT Helpdesk Supervisor will be responsible for developing and ensuring optional helpdesk operations from troubleshooting and diagnoses of end-user tech issues to implementing solutions, all while providing clear communication and exceptional customer service. They will conduct new user training, coordinate service communications, and maintain procedural documentation and 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 of Idaho 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.

A complete application will include a current résumé, a cover letter addressing qualifications for the position, a statement on diversity that articulates a commitment to representation, inclusion, and equity, and the names and contact information of three (3) references, two (2) management and one (1) professional to hr@collegeofidaho.edu. Review of applications will begin immediately and continue until the position is filled. Additional information may be requested of qualified candidates as we move through the applicant review process.

With over 132 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 committed to attracting, retaining, and maximizing academic excellence through a diverse and inclusive workforce.