

Date of Board Meeting: March 24, 2026
Subject: Full-Time Helpdesk Analyst
Recommendation: Approve the creation of a full-time Help Desk Analyst position

Background and Rationale:

The IT Helpdesk team, currently staffed by one full-time Help Desk Manager and two part-time support personnel, has consistently received more than 21,000 combined service requests (tickets and phone calls) annually. With limited full-time capacity, the current staff is operating at its limit, which constrains the department's ability to maintain optimal response times and deliver the level of service expected by the institution.

While the College previously evaluated outsourcing to a Managed Service Provider (MSP), as referenced in the April 15, 2025 board item, recent high-profile data breach incidents at peer institutions have heightened concerns regarding third-party access to sensitive system and information.

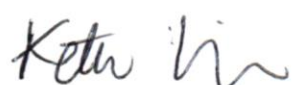
After careful consideration of both risk and cost, we have determined that adding one full-time Help Desk position, combined with the implementation of a chatbot tool to automate routine inquiries and ticket triage, will provide a more secure, scalable, and cost-effective solution. This approach strengthens internal control over data, improves service responsiveness, and positions the IT Help Desk team to sustainably manage current and future demand.

Budgetary Implications: \$39,861 – \$46,528 annual salary (exclusive of benefits)

Strategic Priority Alignment: Student Success Community Impact
 Resource Optimization Institutional Excellence

Resource Personnel: Kettida Vasiknanon; Vice President of Information Technology

Approval:

 03/05/26

Cabinet-Level Member

 03/05/26

President



JOB DESCRIPTION

Human Resources Department

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JOB TITLE: Associate Help Desk Manager Analyst	FLSA: Exempt GRADE: A/1
	NBAPOSN: TE1001
LOCATION: Wharton Campus	EFFECTIVE DATE: October 28, 2008 March 25, 2026
	REVISION DATE: May 17, 2023 February 24, 2026
REPORTS TO: Director of Networking and Server Services Help Desk Manager	

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PURPOSE AND SCOPE:

The ~~Associate Help Desk Manager~~ Analyst is responsible for providing first line response for students, faculty, and staff requiring assistance with information technology issues and problems. The ~~Associate Help Desk Manager~~ Analyst troubleshoots computer problems, determines resolution, documents work done, and adds to knowledge base to assist with solving common user issues or problems. ~~This position filters and escalates level 2 service requests to appropriate support areas. Project management, will need to communicate with stakeholders, make decisions, and monitor the progress of the projects to keep them on schedule, utilizing a project management software for the campus.~~ This position also triages and escalates service requests to the appropriate support areas, provides reporting and analyzes ticket trends, and assists the Help Desk Manager in developing proactive solutions to prevent future repetitive issues.

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ESSENTIAL JOB FUNCTIONS:

1. This position provides excellent Help Desk customer service support through multiple means: including phone, web, email, and face-to-face to all customers: faculty, staff, students, and prospects.
2. This position troubleshoots hardware/software issues by telephone.
3. This position assists students, faculty, and staff with basic IT procedures.
- 3.4. Creates, updates, and maintains documentation required for training faculty, staff, and students on institutional technology systems, software, and processes.

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~~4.5.~~ This position serves as the contact for assisting in technology related questions for online class support for students.

~~6.6.~~ This position assists students with student e-mail Activation and enrollment set-up.

~~6.7.~~ This position assists students, faculty, and staff with email logon and password reset.

~~7.8.~~ This position assists students with Online Services PIN resets.

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~~8.9.~~ This position acts as a resource for online information for students, faculty, and staff.

~~9.10.~~ This position assists students, faculty, and staff with WCJC WiFi connections.

~~10.11.~~ This position researches technology questions for best possible solutions.

~~11.12.~~ This position enters and updates help desk issues in a knowledge base for tracking and reporting.

~~12.13.~~ This position communicates with customers regarding call status and follow-up to assess customer satisfaction level.

~~13.14.~~ Creating long- and short-term plans, including setting targets for milestones and adhering to deadlines.

~~14.15.~~ Delegating tasks on the project to employees best positioned to complete them. [Triaging requests to the appropriate areas.](#)

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~~16.16.~~ Making effective decisions when presented with multiple options for how to progress with the project.

~~16.17.~~ Serving as a point of contact for teams when multiple units are assigned to the same project to ensure team actions remain in synergy.

~~17.18.~~ Communicating with executives or the board to keep the project aligned with their goals.

~~18.19.~~ Performing quality control on the project throughout development to maintain the standards expected.

~~19.20.~~ Adjusting schedules and targets on the project as needs or financing for the project change.

~~20.21.~~ This position performs other duties as assigned.

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KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires an Associate's degree or equivalent 60 college credit hours. Two (2) years of current full-time office work experience is required. Basic knowledge of Windows operating systems and Microsoft Office applications is required. Experience answering telephones, communicating effectively with a diverse end-user population, and providing instructions to users is required. ~~Project management support role.~~ A criminal background check is required.

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SUPERVISION OF OTHERS:

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The Associate Help Desk Manager Analyst has no supervisory responsibilities.

SUPERVISION AND DIRECTION RECEIVED:

The Associate Help Desk Manager Analyst is responsible and accountable to the Director of Networking and Server Services Help Desk Manager for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outline in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position will require the use of a personal computer workstation running in a Microsoft Windows environment, printer, photocopies, facsimile, scanner, calculator, phone, and other general office equipment.

CONTACTS:

The external contacts for this position may have occasional contact with the community, local and state agencies.

The internal contacts for this position include administrators, faculty, staff, and students.

COMPLEXITY/EFFORT:

This position requires attention to detail and a working knowledge of general office procedures and practices and the ability to articulate established guidelines for students, faculty, and staff. The successful candidate will be able to utilize computer technology to access data, maintain records, generate reports, and communicate with others. Problems are routine in nature, resolutions are found in knowledge gained from practical experience. Effective, cooperative relationships exist with the Help Desk Manager and Information Technology staff. Confidential aspects of the position must be strictly maintained. Functioning in the role is related to college goals and mission statement.

Security and Integrity Requirement:

This position requires the ability to maintain the security and integrity of critical infrastructure. As a condition of employment and continued service, the selected candidate must demonstrate and maintain eligibility to access, manage, or support systems, assets, or operations classified as critical infrastructure. This includes successfully completing background screenings and undergoing periodic reviews related to criminal history and potential affiliations or continuous connections with foreign adversary governments, as defined under 15 CFR §791.4.

WORKING CONDITIONS:

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Work in this position is performed in an office environment readily accessible to the general public. The job involves heavy interaction with the students, staff, and faculty. There will be normal exposure to natural atmospheric conditions such as dirt, and dust, etc. A minimal exposure to hazardous situations may exist. This position requires work characteristics supportive of collaborative work efforts in a collegial atmosphere. The Associate Help Desk Manager hours may include evenings, weekends, and holidays as needed.

LAST MODIFIED: ~~May 17, 2023~~ [February 24, 2026](#)

Employee's Signature

Date

Supervisor's Signature

Date

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