
Auburn University Job Description

Job Title:	Coord, IDM Help Desk	Job Family:	No Family
Job Code:	DB30	Grade 30:	\$28,000 - \$46,700
FLSA status:	Non-exempt		

Job Summary

Responsible for coordinating the daily activities of the Identity Management help desk, resolving technical issues, and providing identity management-related services to University staff, students, and affiliates.

Essential Functions

1. Coordinates and oversees all daily activities of the Identity Management help desk to include resetting passwords, issuing ID cards, identity verification, and other banner record-related functions.
2. Assists University faculty, staff, students, and affiliates with identity management record-related activities.
3. Analyzes, reviews, and resolves duplicate and erroneous record issues in banner.
4. Maintains records of identity management transactions pertaining to incorrect information and corrective actions taken.
5. Serves as a liaison between Identity Management and all other campus departments on issues relating to policies, procedures, and access issues.
6. Maintains help desk computer systems and provides technical assistance to all other help desk employees.
7. May perform a variety of administrative duties such as budget tracking and coordination, human resources administration, purchasing or vendor/outside agency point of contact, and inventory management.

Supervisory Responsibility

May supervise employees but supervision is not the main focus of the job.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	High School	High School diploma or equivalent.
Experience (yrs.)	5	Experience in administrative support services

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of office procedures and practices.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 12/15/2011
