



CALL CENTER SUPPORT TECHNICIAN

DEFINITION

Under general supervision, provides help desk in receiving, processing, and routing requests for technical support; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is an entry-level technician responsible for providing help desk support to faculty and staff. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the Client Systems Technician and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Handles faculty and staff inquiries and complaints by telephone or email; represents the department to all faculty and staff in a professional and customer friendly manner.
- Obtains and records concise issues and requests additional information as needed; creates service tickets and determines priority and appropriate Educational Technology Services (ETS) staff for resolution; ensures accurate and timely notification and follow-up with ETS staff.
- Evaluates, responds to, and resolves basic requests for computer assistance from customers, such as resetting user accounts and passwords.
- Completes call resolution processes through daily review procedures; provides status and completion updates to customers.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Personal computer and network system application software packages and hardware peripherals.
- Customer service and telephone techniques.
- Record keeping and filing systems and methods.
- Modern office practices, methods, and computer equipment and applications related to the work.

- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Learn the operations, services, policies, procedures and processes of the program, department, or division to which the position is assigned.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Learn, interpret, and apply applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by training in information systems, computer science, or related field and one (1) year of help desk and/or call center support experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees occasionally and must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-48

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021