

COMMUNITY COLLEGE OF ALLEGHENY COUNTY
POSITION DESCRIPTION

DATE REVISED: April 2009 CAMPUS: Based on Assignment
SUPERSEDES: All Previous DEPARTMENT: Information Technology Services

POSITION: ITS HELPDESK INTERN (Part-time Temporary)

REPORTS TO: ITS Field Director, Assistant Field Director or Manager of Customer Support and Training

SALARY: \$10.00 per hour

POSITIONS

REPORTING TO: N/A

REQUIREMENTS: Some college-level coursework related to information systems or communications technology and minimum one year experience in a customer service setting or equivalent combination of education and experience; technical expertise with various software applications, web applications and operating system environments; experience solving computer hardware and software problems; excellent verbal communication and teamwork skills. Applicants must be CCAC students enrolled in at least 6 credits, and maintain at least a 2.5 QPA. All applicants will be required to participate in a technical skills assessment.

PRIMARY

FUNCTION: Serve in the ITS Helpdesk or Campus open lab/ telephone service to track, investigate, and resolve technology (ITS) problems.

DUTIES:

1. Receive calls and troubleshoot problems from students and faculty, through a variety of channels, including telephone, email, and voicemail; demonstrate friendly, patient and professional customer service skills in all call handling.
2. Answer queries, resolve problems and log service requests in these areas: online services, email, enterprise software applications, computers and printers, computer peripherals, hand held devices, and network (voice, data, video), referring complex situations to appropriate ITS staff.
3. Utilize call-logging tracking software to create, assign and monitor Help Desk tickets and work orders, according to established standards. Authenticate callers and submit requests for resetting passwords for assigned applications and clearing network connections for end users.
4. Gain competencies in all CCAC protocols for supported services; communicate service level agreements with students and employees.
5. Participate in regular reviews of tickets and work orders to assure quality standards. Assist in the creation and maintenance of Helpdesk standard procedures, subject protocols, web accessible FAQs and knowledge databases for employees and ITS staff.
6. Recommend needs for user training and documentation. Participate in the review of training and instructional documents for use by College students and employees. Participate in training presentations or workshops.
7. Perform other duties as assigned.