

## **Call Center Job Description**

Under minimal supervision, Student Assistant (SA) will provide assistance to clients (university faculty, staff, and students) who contact the IT Call Center or walk-in counter(s) regarding various technology issues and questions about which applications and equipment are available to them. SA will contribute to building the IT Call Center's knowledge base of user help material, making it well organized and retrievable.

### **Minimum Qualifications:**

**Education:** Junior or senior level in Business, MIS/ISDS, Computer Science, Software Engineering, or Communications major.

**Experience:** Previous customer support experience is highly preferable; prior experience with direct public contact is required. SA must have previous PC and Mac experience and working knowledge of software applications in common use on the PC and Mac.

**Knowledge and Abilities:** Advanced computer skills on the PC and Mac: minimal skills include being well versed in the Microsoft (Windows 7, XP) and Macintosh (Leopard, Snow Leopard, iPhone OS) operating systems, mobile devices including iPhone, iPad, Android operating system and Droid devices.

-- Excellent verbal and written communications skills

-- Successful candidates must possess excellent in-person communication skills. They must be able to interact professionally with users, co-workers, and supervisors. They will be able to explain technical matters clearly and without "computer jargon."

--The successful candidate will be highly courteous, polite, exhibit genuine interest in helping the faculty, and possess the ability to do so as well as the technical learning prowess to learn more about the various and changing support topics.

--SA must be detail oriented and have the ability to switch quickly between tasks. They must have good organizational skills, be able to analyze use data and suggest strategies to create materials that will help most faculty members solve common issues themselves.

*Position starts at \$10/hour.*