

IT Student Support Representative Position Information

IT STUDENT SUPPORT REPRESENTATIVE JOB DESCRIPTION

The position of IT Student Support Rep (SSR) is given to IT Help Desk student workers who represent themselves and IT in a professional manner and take ownership of support issues, and have shown they can use proper phone etiquette and have good communication and customer service skills. The primary duties of the SSR position will be to field all incoming issues from the Lab Attendants in the computer labs, assist Student Support Reps and Lab Attendants with support issues and questions, check all voicemails and ensure that tickets are created for them in iSupport, assist customers with phone support and walk-up technical questions, consult with full time IT Staff about support issues, and provide after hours and weekend emergency response communication to IT Help Desk Manager. SSR employees will sit at the station in AC145 which has the direct phone line for Phone Operators and Lab Attendants to call (x75316).

SSR II Duties

All IT Student Support Rep employees are responsible for the following:

IT/Help Desk Procedures:

- Checking and reading your student worker email daily
- Staying abreast and aware of support issues
- Ensuring labs are opened and closed in a timely manner
- Fielding incoming auxiliary lab issues from lab attendants
- Handling lab attendant coverage issues after hours
- Reading, creating, reviewing and updating documentation
- Notifying lab attendants of network and software problems that will affect their labs
- Assisting student support reps and lab attendants with tech support issues
- Contribute support documents **and** iSupport Knowledge Base Content
- Attending weekly Manager Meetings, Consultant meetings, and Monthly staff meeting
- Reporting any lab or personnel issues (lateness, absence, etc.) that occur after hours to the IT Help Desk Manager, designee, or other IT Manager
- Ensuring Lab spaces, Help Desk, are clean and neat

- Phone call logging/Walk in customer tracking
- Creating iSupport support tickets for lab computers, GoPrint, or printer issues reported by lab attendants

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- Retrieving voicemails and entering support tickets in iSupport

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- Knowing and Enforcing Lab Rules & Policies

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Customer Service:

- Reflect a positive image and attitude for IT

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- Use excellent phone etiquette

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- Monitoring iSupport for incoming support tickets and entering support issues into iSupport
- Assist in the training of student support reps and lab attendants
- Use excellent customer service skills
- Use excellent troubleshooting skills
- Fielding phone support calls

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- Activating and assigning guest accounts

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- Adding additional prints for users to GoPrint

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- Handling emergency issues and emergency on-call procedures

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Additional responsibilities:

- Delivering Lost and Found items to the GUC Information Desk
- Delivery of paper, toner and miscellaneous computer and lab supplies
- Reviewing the Help Desk website materials
- Reviewing the Training website materials
- Printing nametags
- Supply Inventory
- Reading, creating, reviewing and updating documentation
- Other IT related projects as needed

Revised: 2 August 2016