

**Position Title:** Lancaster-Lebanon Virtual Solutions (LLVS)  
Online Customer Support & Tech Liaison

**Department:** Instructional Services

**Reports to:** Coordinator of Online Learning

**Code:**

**Group:** NISUP, ESPA Eligible, Non-exempt, Zone 15

**Date:** October 2019

---

### PURPOSE OF POSITION:

Lancaster-Lebanon Virtual Solutions (LLVS) Online Customer Support & Tech Liaison is responsible for providing exceptional customer service support and first level technical troubleshooting to students, parents and school districts utilizing the K-12 cyber school vendor application, LLVS.

### ESSENTIAL FUNCTIONS:

***All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:***

- ***prompt responsiveness to inquiries***
  - ***professional and courteous verbal and nonverbal communication***
  - ***proactive problem solving***
1. Provides courteous customer service and level one technical support for students, parents, and district advisors participating in the Lancaster-Lebanon Virtual Solutions program.
  2. Works with end users to troubleshoot and resolve day-to-day functional issues within the vendor Learning Management System (LMS), review system issues and elevate issues as needed.
  3. Monitors the IU13 LLVS Help Desk System to punctually resolve work tickets involving deployment of equipment, return of equipment, reimaging of equipment, or swapping of equipment.
  4. Manages user account administration: account creation, role activation, updates and deactivation within vendor platforms.
  5. Accurately logs and assesses return of IU13 issued student equipment including cleaning up machines, power supplies, and other equipment when received.
  6. Accurately maintains technology inventory of equipment via the IU13 LLVS Help Desk. This includes, but is not limited to, updating existing assets and removing retired assets.
  7. Provides efficient technical troubleshooting for hardware, software, and network access. This includes, but is not limited to, remotely installing/uninstalling software programs, as well as, troubleshooting computer software issues and course provider software questions and issues.

8. Actively participates in various educational opportunities (i.e. workshops, webinars, conferences, etc.) to keep abreast of the latest technical advances.
9. Works collaboratively with Capital Area Online Learning Association (CAOLA) helpdesk and IU13 Tech Support.
10. Maintains up-to-date technical skills to include, but is not limited to: IFAS, SharePoint, MFPs, My Learning Plan, Resource Scheduler, easyPurchase, virtual conferencing tools, and Microsoft Office Suite.
11. Researches and makes responsible recommendations for the purchase of new technology and technology supplies for the Lancaster-Lebanon Virtual Solutions Program.
12. Maintains accurate and current LLVS Schoology site with the purpose of efficient and effective communication for all internal and external customers.
13. Manage/maintain accurate documentation which includes, but is not limited to, student, parent, advisor call logs, damaged equipment spreadsheet, and internet reimbursements spreadsheet.
14. Monitor and respond to all correspondence, including but not limited to, emails received in LLVS email inboxes.
15. Import and monitor student accounts within IU13 applications.
16. Adheres to the established work schedule through regular and consistent attendance.
17. Contributes to the effective team management of all problems, issues, and, opportunities.
18. Performs other related duties as necessary.
19. Follows all federal, state and local laws/ requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes and adheres to all LLIU policies and procedures.

### **MARGINAL FUNCTIONS:**

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

### **KNOWLEDGE & SKILL REQUIREMENTS:**

Education Required: Requires High School Diploma

Licensure Required: Valid Driver's License

Experience Required: A minimum of two years' customer service or technical support experience

Other Qualifications: Must possess strong oral and written communication skills, outstanding customer service and technical problem solving skills, as well as the ability to handle confidential data appropriately. Must be flexible, trustworthy, full of integrity, able to prioritize, and able work independently. Experience with Windows platform is required; macOS experience desirable.

### **SUPERVISION OF PERSONNEL:**

N/A

## **PHYSICAL/MENTAL/ENVIRONMENT:**

### Physical Demands:

Activities: Sit: 80%  
Walk/stand: 20%

Lifting: Occasional 30-40 lbs

Vision: Close concentration; constant viewing/use of computer screen

Mental Demands: Decision making, interpret, analyze, and problem solve

Environment: Normal office and classroom environment. Local and regional travel.