JOB DESCRIPTION
SUPPORT CENTER AGENT
INFORMATION SERVICES

JOB DESCRIPTION CREATION / REVISION DATE: 3/02/18

POSITION TITLE: Support Center Agent

DEPARTMENT: Information Services

REPORTS TO: Customer Service and MRO Supervisor

SUPERVISES: N/A

POSITION GOAL(S):

1. The primary purpose of this position is to provide customer service to end users with technical and functional questions. To ensure a focal point for first line incident reporting, solving the problem directly or will assign the incident(s) to a technician or appropriate Information Services staff member for resolution. Prioritize and manage multiple priorities. Maintain confidentiality of student/staff information in the department and in the community.

JOB DUTIES / ACCOUNTABILITIES:

1. Document and resolve customer requests in a professional, timely, and efficient manner.
2. Responsible for processing end-user issues, applying best practices, internal tools, and advanced techniques, exhausting all available resolution resources before escalation.
3. Capture accurate issue information as the events occur, using the call tracking system and Help Desk ticket management system to track issues and resolve.
4. Serve as the communication liaison, informing users of changes within their environment.
5. Other duties as assigned.

EXPERIENCE / KNOWLEDGE:

1. Minimum of two years computer support and customer service experience.
2. Demonstrated knowledge of Windows operating systems.
3. Ability to learn and support new applications.
4. Exceptional telephone etiquette and the ability to communicate with staff at all levels.
5. Provide strong customer service, excellent listening, written, and verbal communication skills.
EDUCATION:
High School Diploma (Bachelor's Degree in related field preferred)

PHYSICAL DEMANDS:
1. Ability to work on a computer over a major portion of the work day.
2. Ability to lift, move, or carry up to 50 lbs. with proper technique.
3. Utilize ladders with proper technique.

TERMS OF EMPLOYMENT:
This is a full time position. Salary and benefits are as established by the Board of Education.

EVALUATION:
Performance of this job will be evaluated in accordance with provisions of the Board’s policy on evaluation of support service personnel.

Employee Signature: ___________________________ Date: ________________

Supervisor Signature: ___________________________ Date: ________________