Information Technology Help Center
Level I I.T. Help Center Technician

Job Description

Title Level I - I.T. Help Center Technician
Department Information Technology
Reports to I.T. Help Center Manager

Job summary
Level I Help Center Technicians will work directly with the Help Center Lead and the Help Center Manager in facilitating the operation of the Help Center.

Summary of essential job functions
Provide excellent customer service while maintaining professionalism in all situations as a representative of Upper Iowa University. Attend all scheduled meetings. Serve as the primary source of contact for University I.T. issues. Assist members of the UIU community, staff, faculty, and students with I.T. related issues either directly or indirectly through clear communication and data entry. Various tasks as assigned by I.T. Help Center Manager.

Minimum requirements
- Confidence in customer service/customer conflict resolution
- Excellent communication skills
- Honor confidentiality practices, procedures and requirements
- Prefer previous call/help/service desk experience.
- Prefer proficient use of Microsoft Office 2010 applications such as; Excel, Word, Publisher, and Outlook.

Abilities required
- Must have the ability to maintain a good working relationship with the University, faculty, students, and staff
- Must be able to communicate well to others in a variety of situations
- Ability to learn new software.
- Prefer having personal interest related to the Help Center

Disclaimer
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.