HELPDESK RECEPTIONIST

PURPOSE OF POSITION
The role of the HelpDesk Receptionist is to assist walk-in customers and generate a professional atmosphere to the HelpDesk and Calvin Information Technology welcome area.

HelpDesk Receptionists are also responsible for maintaining a welcoming space in the ITComputer Lab on the first floor of the Hekman Library, performing front desk receptionist responsibilities and acting as the first point of contact for Calvin Information Technology and the HelpDesk.

MAJOR DUTIES AND RESPONSIBILITIES
Includes the following, other responsibilities may be assigned.

- Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their services to the Calvin community.
- Provides professional welcome to all visitors who enter the HelpDesk and CIT area. Maintains HelpDesk reception area in terms of orderliness and cleanliness.
- Determines the most effective manner to resolve walk-in client's technical issue. Consults with full-time staff when necessary. Coordinates assistance for customer from technicians and analysts as appropriate.
- Assists walk-in customers with basic troubleshooting and support issues
- Calls customers to report on status of computers left at the HelpDesk for repair or diagnoses.
- Works on HelpDesk related projects as assigned. May have extra duties based on interest or experience (i.e.: hardware, internet, documentation, database, training, or teaching duties).
- Maintain professional appearance and steward environment in ITComputer Lab spaces.

WAGES
Student Wage Rate Alpha

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPERIENCE
The position requires basic technical knowledge to understand how best to coordinate assistance with appropriate HelpDesk staff. Customer service training and/or experience are extremely beneficial.

COMMUNICATION SKILLS
This position requires handling confidential information in an appropriate manner. Customer interactions must be handled with diplomacy and tact. Individual must be able to gauge the customer’s technical ability and communicate with them in appropriate technical or non-technical language in a non-condescending manner.
DECISION MAKING/JUDGEMENT
This position may involve projects and/or assignments requiring considerable decision-making authority regarding procedures, plans, and schedules. Although there are sometimes problem-solving guidelines for particular problems, there may be no existing procedures or instructions for those problems. The receptionist may be on his or her own in solving problems and determining satisfactory solutions. Ability to work independently and in a team setting is imperative.

OTHER SKILLS AND ABILITIES
• Must be able to learn and support new and fast-changing technologies.
• Must show a willingness to learn new skills and adapt to change.
• Ability to research solutions or information regarding technical issues.
• Excellent interpersonal skills.
• Good work habits under pressure.
• Familiarity with a wide range of standard office automation products.
• High energy level.
• Detail oriented.
• Must have a good command of the English language in order to provide effective phone, desk-side, and email support.

PHYSICAL DEMANDS/WORK ENVIRONMENT
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Needs ability to use a keyboard to enter and retrieve data.
• Must have good eyesight to view computer monitor and phone.
• Lifting and/or carrying of 5-20 lbs. or more and the pushing and pulling of carts if necessary.