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# 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 welcome area.

## REPORTS TO:

Assistant Director of Technology Support Services

## MAJOR DUTIES AND RESPONSIBILITIES:

Includes the following. Other duties 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 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 Primary and Backup Phone technicians as appropriate.
- 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).

## WAGES:

Student wage rate level I

Wage Scale: minimum wage

## 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.

## EDUCATION AND/OR 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 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 involves 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 are no existing procedures or instructions for those problems. Ability to work independently or in a team setting is necessary.

### **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.
- 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.