CLASS TITLE: ONLINE SERVICES SUPPORT ASSISTANT (SEASONAL)

BASIC FUNCTION:

Under the general supervision an assigned supervisor, provides basic first-level help-desk support pertaining to online distance education courses.

DISTINGUISHING CHARACTERISTICS

An Online Services Support Assistant (Seasonal) provides customer service and first-level assistance with computer problems in support of the online distance education program. The classification is distinguished from Information Technology Help Desk Assistant in that the nature of the support provided is narrow in scope and limited in complexity. In contrast, the classification of Information Technology Help Desk Assistant is assigned responsibility for providing first-level support relative to a wider scope of problems including computer hardware, software, telephone, and network issues.

REPRESENTATIVE DUTIES:

Provide technical one-on-one instruction, support, and assistance to students and staff concerning the distance education program course management system and a variety of other types of information resources. \( E \)

Troubleshoot and resolve first-level software and peripheral problems and refer more complex problems to higher-level support staff. \( E \)

Assist users with troubleshooting login problems and resetting passwords. \( E \)

Receive and record trouble call ticket information (customer information and problem description) into the help desk tracking system for logging and support, and inform the customer when the problem is resolved. \( E \)

Answer telephone inquiries from students, the public, faculty, administration, and other employees regarding inquiries related to the distance education program. \( E \)

Configure and maintain the course management system, including the upgrade and maintenance of users, accounts, and permissions. \( E \)

Perform related duties as assigned.

\( E = \) essential duties

Established August 2010
ONLINE SERVICES SUPPORT ASSISTANT (SEASONAL)

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Modern computer systems and software packages, including word processing, database, spreadsheet and desktop publishing
- General methods and procedures of operating computers and related peripheral equipment
- Standard operating manual instructions and help file structure, sufficient to enable quick and accurate diagnosis of problems
- Family Educational Rights and Privacy Act regulations
- Principles of customer service and proper telephone etiquette

ABILITY TO:

- Present technical concepts to a non-technical audience
- Communicate effectively, both orally and in writing
- Diagnose technological problems and take appropriate corrective action
- Query databases, technical manuals, and web-based resources to identify resources
- Establish and maintain effective working relationships with others
- Understand, interpret, and apply technical material, rules, procedures, and policies
- Plan and organize work independently with little direction
- Keyboard/type at a speed necessary for successful job performance
- Maintain confidential information
- Exercise discretion in the dissemination of information

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- **Education:** Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by coursework in information technology.

- **Experience:** Experience providing technical support in the use of computer software is preferable.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment

PHYSICAL ABILITIES:

- Hearing and speaking to exchange information
- Dexterity of hands and fingers to demonstrate software applications use and to operate a computer keyboard
- Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time
- Seeing to read and review documents
- Reaching to retrieve and file records
HAZARDS:

Extended viewing of a computer monitor
Extended use of keyboard and mouse