

NORTHLAND PIONEER COLLEGE
Position Description

JOB TITLE: Support Center Operator	CLASSIFICATION: Non-Exempt	LOCATION: District-Wide Work Designation: OS
REPORTS TO: Lead Support Center Operator	OVERTIME ELIGIBLE: Yes	# OF DIRECT REPORTS: 0

GENERAL STATEMENT OF RESPONSIBILITIES:

Under the direction of the Director of Technical Services and the direct supervision of the Lead Support Center Operator, the Support Center Operator serves as the first line of support to assist students, faculty, and staff in utilizing college-owned hardware and software. The Support Center Operator also monitors systems associated with the college learning environment and provides quality customer service and support to users.

ESSENTIAL FUNCTIONS:

Standard Expectations:

- Provide first-level technical support and troubleshooting for hardware, software, and network-related issues.
- Demonstrate a commitment to exceptional customer service by actively listening to users, empathizing with their concerns, and ensuring timely and effective resolution of IT issues.
- Regularly solicit feedback from end-users to assess satisfaction levels and identify areas for improvement in service delivery.
- Respond to inquiries via phone, email, chat or in-person, and accurately log all incidents and service requests in the ticketing system.
- Diagnose and resolve technical problems, escalating complex issues to the appropriate IT teams when necessary.
- Assist users with password resets, account setups, and access permissions in various systems.
- Keep abreast of emerging technologies and industry trends to continuously improve technical skills and knowledge.
- Provide training and guidance to end-users on utilizing IT resources effectively and adhering to security protocols.
- Document solutions, procedures, and best practices to facilitate knowledge sharing and enhance the efficiency of IT support operations
- Complete special projects as assigned
- Performs other duties as assigned

STANDARD COMPETENCIES:

COMPETENCIES	DESCRIPTION	PROFICIENCY
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Technology Proficiency	Demonstration of a strong understanding and mastery of relevant technologies, tools, and systems requires for job performance. Stay abreast of industry best practices and emerging technologies to enhance service desk capabilities.	Basic
Leadership Skills	Exhibits effective leadership qualities, including the ability to support organization leadership and motivate, inspire and guide team members toward common goals	Basic
Diversity & Multi-Culturalism	Values and respects diverse perspectives, backgrounds, and cultures and effectively collaborating with individual from varied demographics	Intermediate
Problem-Solving Ability	Demonstrates analytical thinking, creativity, and resourcefulness in identifying, analyzing and resolving complex problems and challenges	Basic
Communication Skills	Convey information effectively and efficiently through verbal, written and non-verbal channels to facilitate clear understanding and collaboration	Intermediate
Flexibility & Adaptability	Demonstrate the ability to adjust to changing circumstances, priorities and environments and remain resilient in the face of uncertainty and ambiguity	Intermediate
Process Improvement	Identify inefficiencies, bottlenecks and opportunities for optimization within existing workflows and processes, and implements strategies to enhance efficiency and productivity	Basic
Collaboration	Work effectively and cooperatively with supervisor, colleagues, stakeholders and cross-functional teams to achieve shared goals and objectives	Intermediate
Physical	Ability to perform the following physical requirements of the position with or without reasonable accommodation: ability to type at least 35 wpm, critical sensory requirements include general vision (corrected to 20/20), hearing or listening in the normal range (corrected), and speaking and giving directions. Ability to sit for prolonged periods at a computer; ability to maneuver and work in small or confined work areas, and work in confined spaces and heights over ten feet.	Advanced
Conflict Management	Demonstrates advanced conflict resolution skills, effectively managing and mitigating conflicts with staff, faculty, administration, and students. Maintains professionalism and composure when faced with challenging situations.	Basic

MINIMUM QUALIFICATIONS:

- High school diploma or GED
- Valid driver's license
- Customer Services experience

PREFERRED QUALIFICATIONS:

- Associate degree in Computer Science or related field

KNOWLEDGE, SKILLS and ABILITIES:

- Knowledge of and ability to follow college policies and procedures.
- Knowledge of current information technologies and word processing, database, presentation and spreadsheet software, specifically Microsoft Office applications.
- Knowledge of troubleshooting techniques and methods related to hardware and software.
- Skill assisting users with problem determination and resolution.
- Skill utilizing customer service techniques when responding to requests and/or complaints.
- Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner.
- Ability to relate to a diverse population and to maintain composure when faced with difficult situations.
- Ability to work independently, prioritize, follow multiple projects and tasks through to completion, with a close attention to detail while contributing to team environment.
- Ability to establish and maintain effective working relationships with supervisors, other department staff, students, faculty and the public.
- Ability to work under pressure with frequent interruptions.

WORK ENVIRONMENT:

Travel may be required to provide support

SECURITY AND TRUST REQUIREMENTS:

Must not have felony convictions or misdemeanor convictions related to fraud, trust, financial, or information crimes.

TRAINING AND DEVELOPMENT:

At Northland Pioneer College, we believe that investing in our employees' training and development is essential for building a talented and engaged workforce. We are committed to providing the resources, support, and opportunities necessary for our employees to thrive and succeed in their careers.

FEEDBACK MECHANISM:

At Northland Pioneer College, we value feedback from our employees as an essential tool for continuous improvement and growth. Your input is vital in helping us understand your needs, identify areas for enhancement, and shape the future direction of our organization. We are committed to fostering a culture of openness, trust, and continuous improvement, and your feedback plays a crucial role in achieving this.

WORK SCHEDULE

This position requires shift work to align with the organization's operational needs and ensure adequate coverage to meet the demands of NPC. This schedule ensures consistent availability to provide technical support during business hours.

BENEFITS:

Based on College Procedure employees may be eligible for up to:

- Single Coverage Medical Insurance
- Optional Employee Pay Dental/Vision Insurance
- 4 Personal Days
- 12 Holiday Days
- 5 Days of Spring Break Leave
- 10-20 Days of Annual Leave (depending on service length)
- 18 Sick Days that can accrue up to 130 Days
- Professional Development Opportunities
- Arizona State Retirement System membership
- Life Insurance
- Long-Term Disability Insurance