

# Human Resources

EXTERNAL POSITION OPEN

*Grand Rapids Community College is committed to a diverse and inclusive work and learning environment.*

Date: April 25, 2014  
 Title: IT Senior Customer Support Tech  
 Position Number: 487  
 Hours: 40 hrs/week 52 Weeks/Year\*  
 Salary: Meet and Confer, Grade H12 \$18.89/Hour  
 Reports to: IT – Customer Support Manager  
 Close date: May 9, 2014

\*Hours may expand at different times in the semester to accommodate campus needs.

## Summary

The IT Customer Support provides “voice of the customer” for the Information Technologies Unit and is the front-line point of service for all staff and student related technology concerns and issues.

## Customer Service Expectations:

Information Technologies is dedicated to providing exceptional customer service to faculty, staff and students. It is the responsibility of each team member to demonstrate this in every aspect of work and interaction with College constituents. Each team member will promote and continually improve the services we provide in accordance with the GRCC values. The delivery of customer service will be a primary factor in the evaluation of work performance.

## Accountability Expectations:

Information Technology Team members are responsible to the College and to each other for the successful completion of the work of the Division. In addition to the essential duties and responsibilities of each position, every team member is accountable to demonstrate outstanding communication skills, effective collaboration, personal initiative to overcome obstacles and the ability to work efficiently to meet deadlines. In an environment where innovation is valued, each team member will take the responsibility to perform their work and deliver service in a manner consistent with both the letter and the spirit of the GRCC values.

## Collaboration Expectations:

Information Technology staff must effectively collaborate with internal and external stakeholders in providing learners with comprehensive technology support. Specifically, they must collaborate with each other and with representatives from Staff Development, Library & Learning Commons, end users, and integrate shared problem solving into routine operations and daily functions.

## Essential Job Functions

- Train and evaluate student employees (customer support/phone support)
- Work with Microsoft Office applications, Enterprise Email Client Applications, Course Content Management System (Blackboard), CRM Solutions (PeopleSoft)
- Maintain knowledge on current industry trends

- Hardware and software pre-deployment testing
- Work through complex issues that were un-resolvable at the other support levels
- Be aware of new technologies on campus – watching for new technology implementations on campus and prepare the Support Desk and Desktop support. Proactive involvement in support requirements prior to implementation
- Problem Management (Role): Identify/record and monitor GRCC technology problems
- Prioritize, note impact on business activities, monitor progress
- Maintain/update Help Desk web pages
- Identify and collaborate on customer technology training needs including videos, web-pages, new employee orientation and professional development

#### **Marginal (Non-Essential) Job Functions**

- Troubleshoot and document software, hardware, and network problems
- Troubleshoot complex customer support

#### **Job Specifications**

##### **Education:**

- Bachelor's degree in electronics, computer science, or related field preferred or equivalent combination of education and experience and/or training related to IT customer support

##### **Experience:**

- Working knowledge of Microsoft Office applications. Enterprise Email Client Applications, Course Content Management System (Blackboard), CRM Solutions (PeopleSoft) preferred.

##### **Mental Demands:**

- Demonstrated ability to troubleshoot computer equipment and software issues (Mac and PC)
- Must possess analytical and problem solving skills
- Ability to learn new computer software and maintain up-to-date skills in computer technology
- Ability to identify innovative approaches for service delivery that meet our customer needs

##### **Working Conditions:**

- Ability to work effectively in an indoor, office environment

#### **METHOD OF APPLICATION**

Grand Rapids Community College is only accepting online applications for this position. To apply, please visit our website at [www.grcc.edu/jobs](http://www.grcc.edu/jobs). Submit a cover letter and resume. The opportunity to apply for this position will close on **May 9, 2014 at 11:59PM**. Individuals with diverse backgrounds are encouraged to apply. Grand Rapids Community College is an Equal Opportunity Employer.

## **GRAND RAPIDS COMMUNITY COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER**

Grand Rapids Community College is committed to a diverse and inclusive work and learning environment. GRCC creates an inclusive learning and working environment that recognizes the value and dignity of each person. It is the policy and practice of GRCC to provide equal educational and employment opportunities regardless of age, race, color, religion, marital status, sex (including pregnancy), sexual orientation, height, weight, national origin, disability, veteran status or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. Further information may be obtained from the EEO Office or the Office of General Counsel, 143 Bostwick Avenue NE, Grand Rapids, MI 49503-3295.

### **VISION**

As a college of distinction, GRCC inspires students to meet the needs of the community and the world.

### **MISSION**

GRCC is an open access college that prepares individuals to attain their goals and contribute to the community.

# **GRCC**

GRAND RAPIDS COMMUNITY COLLEGE

143 Bostwick Avenue, NE  
Grand Rapids, MI  
(616) 234-4000

[grcc.edu](http://grcc.edu)

### **ENDS**

In all instances, the work to achieve these Ends will reflect our core values.

### **ACCESS**

GRCC minimizes the barriers of time, place, cost, and educational preparation levels so that all members of the community have an opportunity to participate in college programs.

### **ACADEMIC ALIGNMENT**

GRCC collaborates closely with other educational providers to provide a seamless transition across all educational sectors.

### **STUDENT SUCCESS**

GRCC students achieve their educational goals.

### **WORKFORCE DEVELOPMENT**

GRCC students are prepared to secure employment in all sectors of the economy.

### **THE GRCC EXPERIENCE**

GRCC provides students with co-curricular experiences that help them develop their citizenship skills.

### **COMMUNITY OUTREACH**

GRCC enriches the community through educational and civic programming and partnerships.