# Human Resources

**EXTERNAL POSITION OPEN**

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

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| Date: | December 5, 2016 |
| Title: | **IT Customer Support Technician – Level 1** |
| Position Number: | 760 |
| Hours: | 40 hours per week - 52 weeks per year |
| Salary Schedule: | Meet and Confer Grade 11, $17.75 per hour |
| Reports to: | IT Support Desk Team Coordinator |
| Posting closes: | December 19, 2016 |

Note:  Flexibility is critical.  This position requires the availability to work evenings and weekends. Hours may expand at different times throughout the year to accommodate campus needs.

## Summary

The IT – Customer Support Technician provides the "voice of the customer" for the Information Technologies department and is the front-line point of contact for all staff and student related technology concerns and issues. The person will troubleshoot problem areas in person, by telephone, or via e-mail in a timely and accurate fashion, and provide end-user assistance where required.

## Essential Job Functions

- Provide first-line technical support to GRCC's students, faculty and staff
- Support college enterprise applications such as PeopleSoft, Blackboard, Office applications and other applications used by GRCC
- Troubleshoot and document software, hardware, and network problems
- Stay abreast of current software used on campus
- Maintain knowledge on current industry trends
- Contribute to IT campus communications
- Provide regular updates/training to other team members
- Provide training to New Employee's through the Onboarding process
- Document service requests and support activities in the current ticket/issue tracking software
- Provide initial and follow-up support for college printers, peripherals and accessories
- Interface with other Technology staff to diagnose and resolve customer and system issues
- Contribute content to Customer Support knowledge base
- Participate in hardware and software pre-deployment testing
- Perform other duties as assigned by supervisors
- Accurately document all instances of support within current support tracking system.
- Follow through with end user to ensure customer satisfaction.
- Be available to other unit team members especially student workers for guidance and assistance
- Regular attendance during normal scheduled hours is required.  Being present is essential for serving customers and performing the essential functions of this position.

**Marginal Job Functions**
- Collaborate with IT Desktop Support Technicians to ensure efficient operation of the organization's desktop computing environment.
- Provide first level one-on-one instruction where appropriate to make staff productive using the technology tools provided and make recommendations to managers for follow-up training when need is detected.

**Job Specifications**
**Education**
- Associate's degree with concentration in computer science, or related field.
- National Career Readiness Certificate (NCRC) preferred.

**Experience**
- Minimum 2-4 years customer service background with technology emphasis.
- Working knowledge of Microsoft Office applications, GroupWise, Blackboard, PeopleSoft, web pages

**Mental Demands**
- Ability to work under pressure in a fast-paced environment.
- Possess mature judgment and be flexible in regard to interruptions.
- Must be proficient in verbal, written, and interpersonal communication skills to work effectively with people of diverse ages, ethnic, sexual orientation and socio-economic backgrounds.
- Must use good judgment in handling sensitive or difficult situations.
- Must have good understanding of customer de-escalation techniques.
- Proficient in Internet navigational skills, with ability to upload and download documents.
- Must be self-motivated and resourceful, demonstrating initiative and strong problem-solving abilities.
- Excellent organizational skills, ability to prioritize, and complete tasks in a timely manner.
- Must be collegial and collaborative.
- Must possess a positive attitude.
- Project a professional image, including punctuality and good attendance record.
- Maintain the highest levels of confidentiality and ethical standards.
- Ability to perform daily routine and unexpected duties with minimum supervision.
- Demonstrated ability to troubleshoot PC equipment and software problems
- Must possess analytical and problem solving skills
- Ability to communicate effectively, both orally and in writing, to assist students and staff in a professional manner
- Demonstrated ability to maintain positive interpersonal relationships and effectively work as a member of a team.
- Ability to learn new computer software and maintain up-to-date skills in computer technology
- Ability to handle multiple priorities
- Ability to identify innovative approaches for service delivery that meet our customer needs.
- Ability to handle high pressure situations in a professional manner
- Ability to learn and react quickly, make decision and execute them expeditiously

**Physical Demands**
- Sitting for extended periods of time.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.

**Working Conditions**
- Hours may expand at different times to accommodate campus needs.
- Availability to work evenings and weekends.
- Ability to work in a high traffic, indoor environment.
- Ability to work in a busy office with frequent interruptions.

**Why work at GRCC?** This position offers:
- Competitive salary with merit-based increases
- A diverse working and learning environment with ongoing related professional development
- Retirement plans including Michigan Public Schools Retiree System (defined benefit) or TIAA-CREF (defined contribution)
- Generous personal time off package, including holidays, sick time for you and your family, vacation, bereavement and personal days
- Domestic Partner Benefit Program
- Excellent and affordable health coverage
- Generous dental and optical reimbursement plan
- Life insurance and long term disability benefits
- Free tuition at GRCC for you and your dependents
- External institution tuition reimbursement for you
- Extensive Professional Development and Wellness opportunities
- Ford Fieldhouse Health Club and Pool Membership
- Downtown campus parking at a deep discount
- Grand Rapids is a Cool City!

For more information about
Benefits: http://www.grcc.edu/humanresources/employeegroups/meetandconferemployeegroup
GRCC:  www.grcc.edu
Grand Rapids: http://www.hellowestmichigan.com/Why-West-Michigan/Grand-Rapids

**Method of Application**
Grand Rapids Community College is only accepting online applications for this position.  Please apply at our website at https://www.grcc.edu/jobs    Submit a cover letter and resume in one document.  The posting will remain open until **December 19, 2016 at 11:59 PM ET.**  Individuals with diverse backgrounds are encouraged to apply.  Grand Rapids Community College is an Equal Opportunity Employer.

*Grand Rapids Community College 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/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, 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. GRCC is committed to reviewing all aspects of GRCC programs, activities, services and employment, including recruitment, selection, retention and promotion to identify and eliminate barriers in order to prevent discrimination on the basis of the listed protected characteristics.  The college will not tolerate any form of retaliation against any person for bringing charges of discrimination or participating in an investigation. Further information may be obtained from the EEO Office or the Office of General Counsel, 143 Bostwick Avenue NE, Grand Rapids, MI 49503-3295.*

**GRCC**
GRAND RAPIDS COMMUNITY COLLEGE