

POSITION DESCRIPTION

Position: Customer Support Analyst, part time

Department: Information Technology, Capital University (I.T.)

Reports To: Customer Support Team Leaders
Service Desk Coordinator/Student Staff Manager
Director of User Services
Senior Director of I.T./CIO

Summary:

The primary duty of the Customer Support Analyst is to carefully receive, document, and analyze customer issues, using all available resources and capabilities to quickly resolve issues if possible, properly escalating the remainder, utilizing excellent customer service skills. Other duties include routine maintenance and office support tasks, and work on various projects.

Responsibilities:

- Applies exceptional customer service and teamwork practices at all times.
- Receives, documents, and carefully analyzes incoming support requests, inquiries, and trouble reports.
- Promptly resolves all issues that fall within the scope of Service Desk staff capabilities, thoroughly documenting each step.
- Promptly and properly escalates unresolved issues, including complete problem descriptions, documentation of all actions performed, and all other pertinent details.
- Promptly handles assigned issues.
- Provides I.T. services including but not limited to printing, equipment loan and delivery, and ID card services.
- Completes daily and weekly tasks as assigned in support of department operations and I.T.-supported technology and facilities.
- Performs basic office support functions for I.T.
- Helps maintain security of I.T. facilities and equipment and enforce I.T. and University policies as necessary.
- Adheres to department policies pertaining to ongoing training and development, communication, confidentiality, attendance, time reporting, scheduling, dress code, and other areas.
- Other tasks and duties as assigned.

Requirements:

- Successful completion of Customer Support Analyst Trainee proficiency requirements
- Excellent communication skills in spoken and written English.
- Work availability must be predictable and coincide with department scheduling needs.

- Enrolled as a student at Capital University for the current or immediately-preceding semester, or registered for the semester immediately following.