

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2024**

**IT CALL CENTER REPRESENTATIVE I**

**FLSA STATUS: NON- EXEMPT – PAY GRADE: 11 – C**

**JOB FAMILY: INFORMATION TECHNOLOGY    JOB FUNCTION: BUSINESS SERVICES**

**GENERAL STATEMENT OF JOB**

The IT Call Center Representative I is a member of the Information Technology Department Technical Service Desk and Client Services team. This position receives and responds via telephone, email, chat, or relay to technical requests, inquiries, and problems, and serves as the first line of communication for inbound tickets and calls for various internal groups. This position utilizes various databases and resources to select the best processing method and provides clear and detailed communications and solutions to the client to resolve technical issues, inquiries, and problems. This position creates and maintains an accurate and complete record of all issues, inquiries, and problems reported, escalated, or handled.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Receives and responds via telephone, email, chat, or relay to technical requests, inquiries, and problems, and serves as the first line of communication for inbound tickets and calls for various internal groups with a focus on customer service.

Utilizes various databases and resources to select the best processing method and provides clear and detailed communications and solutions to the client to resolve both technical and non-technical issues, inquiries, and problems.

Uses standard support steps for reported issues - researches root cause, attempts to replicate issue, escalates issue to appropriate resource for further resolution if necessary, and communicates identified cause and resolution of the reported issue to the client.

Ensures compliance with Service Level Agreements by recognizing appropriate priority and response timing.

Enters required and additional relevant information into databases and resolves customer technology issues.

Proactively assesses issues, circumstances, problems, expectations, and needs.

Determines if calls should be escalated and to whom they should be escalated to.

Performs look-ups or extracts records from information system or other files.

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Researches issues and determines root cause analysis and provides feedback for process and procedure enhancement.

Collaborates and works cooperatively with the internal and external clients for process improvement, customer solutions, issue resolutions, opportunities, and requirements.

Provides technical support collegewide to support students, staff, and faculty.

Performs other related duties, as required.

### **SUPERVISION RECEIVED**

Supervision is received from the designated supervisor.

### **SUPERVISION EXERCISED**

None.

### **MINIMUM QUALIFICATIONS**

High school diploma and one (1) year of information technology or related industry experience.

### **PREFERRED QUALIFICATIONS**

Associate's degree from a regionally accredited institution and two (2) years of information technology or related industry experience.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

**Language Ability:** Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using

prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence**: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude**: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

**Numerical Aptitude**: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

**Form/Spatial Aptitude**: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination**: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

**Manual Dexterity**: Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination**: May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament**: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication**: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements**: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**Effective**: 6/12/24

**Revised**: 7/31/24