

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

IT CALL CENTER REPRESENTATIVE II

FLSA STATUS: NON- EXEMPT – PAY GRADE: 13 – C

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The IT Call Center Representative II is a senior member of the Information Technology Department Technical Service Desk and Client Services team and serves as a lead worker for Technical Service Desk and Client Services Tier I Support Specialists, Contract Workers, and/or Student Workers. 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

Provides training during and beyond initial onboarding and provides ongoing coaching/training and uses feedback for service enhancement, efficiency, and effectiveness.

Leverages knowledge of existing and/or legacy products and services, client service experience, and Service Level Agreement expectations, provides guidance and oversight, coaches/trains, and interprets association guidelines, policies, and compliance regulations to ensure effective and efficient resolutions, accurate troubleshooting, and quality service.

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 technical issues, inquiries, and problems.

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

Ensures compliance with Service Level Agreements by recognizing appropriate priority and response timing. Proactively assesses issues, circumstances, problems, expectations, and needs.

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

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.

Collaborates with IT Team Leaders for in-depth and up to date group specific and area training; creates and disseminates informational articles and procedural documents; maintains and updates technical documentation and Knowledge Base articles for the Technical Service Desk staff and leaders to enhance the collective/group skillset and troubleshooting ability.

Provides information technology 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

May exercise supervision over assigned student assistants and/or employees/supervises staff.

MINIMUM QUALIFICATIONS

High school diploma and two (2) years of information technology or related industry experience.

PREFERRED QUALIFICATIONS

Associate's degree from a regionally accredited institution and three (3) 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.

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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