Class Code………………..0749
Position #: (PTAA)……..6784
Developed by:…………………
Reviewed by:………………….
Approved by:………..………...
Date:……………………1/01

UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: ITS Customer Service Representative

DIVISION: Academic Affairs

REPORTS TO: Unit/Project Managers

GRADE: 8

SUPERVISES: Student employees

BASIC FUNCTION:

To provide assistance to customers of information technology services. Maintain and track trouble tickets, work orders and inventory. Troubleshoot problems. Manage day-to-day relationships with vendors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Respond to customer problem calls and service requests, including moves, adds, changes and repair of voice, data and video equipment, software, network devices and cable plant.

Perform diagnostic tests of technology systems to determine the source of problems. Use network monitoring systems to troubleshoot problems and identify performance issues.

Coordinate repairs with vendor/service providers and with other University technology support personnel.

Assist in technology expansion projects, including infrastructure, equipment installation, testing and certification.

Maintain records or inventories, work orders and other operational databases.

Maintain a working knowledge of and adhere to University standards and guidelines related to communications and computing facilities.

Provide consultation and installation assistance to end users and departments, and provide cost labor estimates for small projects.

Provide technical support and frontline customer service, including full-time presence on a rotating shift at the Help Desk.

Respond to emergencies and peak demand times outside of normal working hours, as needed.

Work a non-standard schedule in order to fulfill assigned duties and responsibilities.

Train and supervise student employees involved in routine operational procedures.

OTHER DUTIES AND RESPONSIBILITIES:

Perform functions normally assigned to a Network Technician or Information Technologist, although to a lesser degree.

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Driver's License. Personal computers, printers, word processing, database management and spreadsheet software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

A high school diploma and a minimum of one year of relevant technical support experience in one or more of the following areas required: wide-area networks, Internet access facilities, local area networks, desktop computer hardware, desktop computer software, network monitoring systems, cable plant facilities, telephone systems, voicemail systems, video teleconferencing or video headend/distribution systems. An associate's degree or certificate in a related field is preferred. Must possess excellent interpersonal skills and strong written and verbal communication skills. Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.