

IS Media Services Center

Please submit this application to BC 12

BRIEF JOB DESCRIPTIONS

Support Center	Network & Telecom Services Customer Service Technician
<ol style="list-style-type: none"> 1. Serve the needs of the support center by employing good customer service and communication techniques. 2. Assist users in the classroom by resolving basic trouble shooting problems. 3. Assure that the classrooms operate appropriately by confirming the log booklet is up to date and closing tickets. 4. Be able to quickly set up, take down and trouble shoot A/V equipment. 5. Provide onsite technical assistance to faculty and staff, including some media / audio repair/replacement, and printer toner replacement, and education on important advancements in computer-related technology pertinent to the University. 6. Possess an advanced working knowledge of all the major customer service training, Video, Audio, and any advance media/audio technology the University may acquire. 7. Create and/or modify support materials used in the support center department as required. 8. Be on task; volunteer for duties. 9. Stay informed about changes and new information. 10. Make appropriate staff aware of the problems and or supply shortages. 11. Know and follow the guidelines and policies contained in the IS Employee Manual. 12. Attend regularly scheduled meetings. 	<ol style="list-style-type: none"> 1. Triage of new tickets received from the helpdesk. 2. Routing of new issues to the responsible individual. 3. Customer relations. 4. Various administrative duties include but are not limited to: development of training materials for end users, web programming if qualified, inventory, development of internal documentation for the network and telecommunications group, and vendor relations including purchasing, returns, and repairs.. 5. Other duties as assigned. <div style="text-align: center;">Field Technician</div> <ol style="list-style-type: none"> 1. On site response and diagnosis of media/ audio issues. 2. Repairs as needed. 3. New installs. 4. Cable plant maintenance and documentation. 5. Other duties as assigned.
Information Services	