

POSITION DESCRIPTION

Position: Customer Support Analyst Trainee, 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:

This is a probationary, entry-level training position. The primary focus of the CSA Trainee is to acquire the analytical, reporting, and procedural knowledge necessary for Service Desk operations while developing professional customer service and teamwork skills. Other duties include routine maintenance, office support tasks, and work on various projects.

Responsibilities:

- Applies exceptional customer service and teamwork practices at all times.
- Builds analytical and problem-solving skills and learns to apply these skills consistently on the job.
- Develops a working knowledge of I.T. department structure, systems, and workflow to facilitate effective and efficient issue resolution and escalation.
- 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:

- Enrolled as a student at Capital University for the current or immediately-preceding semester, or registered for the semester immediately-following
- Excellent communication skills in spoken and written English
- Outstanding “people” and critical thinking skills, and strong aptitude for acquiring new technical skills and knowledge
- Solid user-level knowledge of Microsoft Office applications, at least one common computer operating system, connecting to and using the internet

- Work availability must be predictable and coincide with department scheduling needs.

Preferences:

- First or second year student, expectation of attending Capital at least two more years
- Previous work experience, especially in a customer service environment
- Working knowledge of both Windows and Macintosh operating systems
- Basic understanding of computer hardware and peripherals, and network connectivity
- Basic understanding of audio-visual equipment setup