Vacancy Announcement
Part Time Hourly
Customer Service Specialist 1 #102A – Help Desk

Cascadia Community College has earned a national reputation for excellence, with an integrated learning model and more than 70% of its students moving on to four-year programs. Co-located on a campus with the University of Washington Bothell, approximately 18 miles northeast of Seattle, Cascadia is currently seeking an innovative, collaborative, and dynamic individual for the position of Part Time hourly Customer Service Specialist 1 – Help Desk.

The successful applicant will have the following qualifications:

Minimum Qualifications:
- High School diploma or GED.
- Experience with Microsoft Windows 7 and Microsoft Office 2010.
- One year of successful experience assisting people in a customer service environment.

Preferred Qualification(s):
- Experience with computer support in a higher education environment.
- Understanding of media systems (i.e. projectors, camcorders, digital video). Experience with Apple Mac OS 10.x and Apple audio and video production applications.
- Experience assisting people in a technology related customer service environment.
- Any training on Microsoft Windows 7 and Microsoft Office 2010 will be a plus.
- Ability to work independently with minimal supervision.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.

The work schedule may vary according to department needs.

Applicants must submit the following for a complete application:
- Cascadia Community College application form (click here)
- Cover letter (no more than two pages that explain how the candidate’s experiences and qualifications demonstrate the minimum, preferred qualifications and characteristics of the job description)
- Resume
- Federal & State Reporting Form (optional)

For priority consideration, complete applications must be received by the priority date of April 25th, 2013 by Noon.

Application submissions should be sent to applicant@cascadia.edu. Please type in the subject line of your email “Help Desk”.

Faxed, mailed, and delivered applications to Human Resources will not be accepted. Application materials become the property of Cascadia Community College. For questions related to this position, please email applicant@cascadia.edu.

Corrected or extended notices for this recruitment will be posted on the College’s web site www.cascadia.edu/employment.

Cascadia Community College is committed to creating and supporting a diverse faculty, staff and student population. Individual differences are celebrated in a pluralistic community of learners. Cascadia does not discriminate on the basis of race, color, religion, sex/gender, sexual orientation, national origin, citizenship status, age, marital or veteran status, or the presence of any sensory, mental or physical disability, or genetic information, and is prohibited from discrimination in such a manner by college policy and state and federal law. Persons with disabilities needing assistance in the application process may make request to the Human Resources Director by calling (425) 352-8880.

In recognition of the Jeanne Clery Act, information on our campus safety can be found at www.uwb.edu/safety
Customer Service Specialist 1 #102A – Help Desk

Full or Part-Time: Part-time (16 hours/week)  
FLSA Status: Overtime eligible  
Duration: 12 months annually  
Salary: $12.71/hour  
Supervising Position: Technology Support Manager (ITS3)  
Union Representation: Non Represented

Position Summary: Include a brief one paragraph summary of why the position exists.

The purpose of this position is to provide college students, faculty and staff Tier 1 support on campus technology services. Under the general direction of the Technology Support Manager, this position provides technology support services for students and employees by listening attentively, identifying issues, providing options and fulfilling services within Cascadia Community College’s Policies and Help Desk procedures.

Essential Duties and Responsibilities: The following have been identified as essential functions of the position. Essential functions are those tasks or functions of a particular position that are fundamental to the position. Include complexity of work i.e. Basic, Routine, Complex, Highly Complex where appropriate

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<th>Frequency</th>
<th>Provide Technical Assistance/Customer Service to students and employees</th>
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<td>Daily 80%</td>
<td>• Including but not limited to: Account creation/maintenance, PC and laptop hardware, campus A/V equipment, network connectivity, scanning, printing, Microsoft OS, Microsoft Office Suite, Mac OSX.</td>
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<td>• Check-out, receive and inventory college owned equipment for student and employee use.</td>
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<td>• Via phone, email or remote desktop, identify, diagnose, and resolve Tier 1 problems for students and employees and communicate resolutions.</td>
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<td>• Provide excellent customer service by demonstrating empathy, listening attentively to questions and concerns, responding professionally to hostility, communicating clearly with native and non-native speakers, and exercising professionalism and discretion in all communications and actions.</td>
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<td>• Answer phones, emails, and questions from Help Desk customers in an accurate manner, providing clear explanations of complex and technical information.</td>
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<td>• Log work orders into the Help Desk tracking system.</td>
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<td>• Determine appropriate escalation paths for work orders to IT Tech team or Systems Admin team.</td>
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<td>• Report related problems to the Technology Support Manager.</td>
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Information Services Assistance  
Weekly 20%  

• Run service reports and metrics; prepare for team meetings  
• Participate in project meetings and provide project management assistance  
• Create and maintain procedures to support Information Services policies
Education and Experience:

Minimum Qualifications:
- High School diploma or equivalent.
- Experience with Microsoft Windows 7 and Microsoft Office 2010.
- One year of successful experience assisting people in a technology related customer service environment.

Preferred Qualification(s):
- Experience with computer support in a higher education environment.
- Understanding of media systems (i.e. projectors, camcorders, digital video). Experience with Apple Mac OS 10.x and Apple audio and video production applications.
- Experience assisting people in a technology related customer service environment.
- Any training on Microsoft Windows 7 and Microsoft Office 2010 will be a plus.
- Ability to work independently with minimal supervision.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.

Required Knowledge, Skills and Abilities:

Knowledge, Skills, and Abilities:

Knowledge, Abilities and Technical Skills (Minimum Competencies)
- Above average knowledge of Microsoft Windows 7 and Microsoft Office 2010.
- Demonstrated ability to communicate effectively in oral and written form.
- Understanding of ethical conduct and ability to maintain confidentiality.
- Ability to communicate effectively in oral and written form.

Job Developed Skills (Advanced Competencies)
- Understanding of Cascadia’s ethical conduct policies and federal FERPA policies.
- Proficiency with the college’s media systems such as projectors, camcorders or digital video.
- Proficiency with the tools used to manage employee network accounts.
- Proficiency with Help Desk ticket tracking software, remote desktop and other troubleshooting tools.
- Familiarity with Cascadia applications on the network which include but are not limited to: HPUX, VMware View and various web browsers.

Traits and Characteristics (Behavioral Competencies)
- Maintains strong customer relationships by being highly responsive, non-judgmental and supportive.
- Adapts readily to new challenges, processes and job responsibilities.
- Able to operate effectively in a team, offering accountability and responsibility.
- Displays independent thinking, takes the initiative and is candid in discussing issues with both team members and supervisors.
- Possesses strong analytic and problem solving capabilities.
- Displays integrity by not abusing the right to access individual or institutional information conferred upon them by virtue of their role as technical support staff.
- Commitment to pluralism and the ability to support a diverse workplace and educational environment.
**Physical Work Environment:**

Sedentary Work: Position in this class typically require: keyboarding, talking, hearing, seeing, and repetitive motions. Work is performed at the Cascadia Community College campus and in a variety of local settings.

Exerting between 10-30 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body.

**Condition of Employment:**

Cascadia Community College maintains a drug free work and learning environment and prohibits smoking in all college buildings and state-owned vehicles. Cascadia Community College employees must be able to successfully work in and promote a multicultural and diverse work and educational environment.

Temporary hourly employees are exempt from civil service rules and regulations. Employees who work for the college on an as-needed basis and are paid an hourly wage for work performed in specific assignments. These positions are typically not eligible for benefits. This is a part-time, temporary position scheduled to work not more than 16 hours a week.

**NOTE:**

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.