



Position: IT Receptionist

Department: Technology Services Help Desk

Employment type: Part-time, 20 hours or less

Overview: As a member of the Technology Services Help Desk at PVCC, you will act as the first point of contact for the Help Desk. This role is aligned with the National Association of Colleges and Employers (NACE) competencies, providing valuable experience in technical support, customer service, and teamwork.

Work Schedule:

Job Duties and Required Competencies:

Career and Self-Development:

- **Skills:** Proactively develop career skills through continuous learning and feedback.
- **Tasks:** Seek opportunities for professional growth; apply feedback to improve performance; stay updated on industry trends and technologies.

Communication:

- **Skills:** Clearly and effectively convey information and instructions.
- **Tasks:** Create detailed tickets and documentation for technicians; provide clear and respectful communication to users; adjust communication style to accommodate diverse needs.

Critical Thinking:

- **Skills:** Analyze and address issues based on situational understanding and data.
- **Tasks:** Multi-task in a fast-paced environment; accurately document and summarize issues; communicate actions and rationale effectively.

Equity and Inclusion:

- **Skills:** Engage inclusively with diverse individuals and challenge systemic biases.
- **Tasks:** Adapt to diverse environments and perspectives; provide feedback on improving system inclusivity; suggest solutions for equitable practices.

Leadership:

- **Skills:** Use innovative thinking and leverage resources to support goals.
- **Tasks:** Approach tasks with confidence and a positive attitude; utilize internal resources to provide accurate information; seek and apply diverse feedback.

Professionalism:

- **Skills:** Exhibit effective work habits and a strong work ethic.
- **Tasks:** Be prepared for various challenges; demonstrate dependability and punctuality; maintain attention to detail in all tasks.

Teamwork:

- **Skills:** Build collaborative relationships and manage conflicts effectively.
- **Tasks:** Listen and ask clarifying questions; collaborate with Tech Services team members; handle user conflicts with respect and resilience.

Technology:

- **Skills:** Leverage technology to enhance efficiency and resolve issues.
- **Tasks:** Stay open to learning new technologies; identify appropriate solutions for user needs; assist users with technology options to reduce frustration.

Additional Responsibilities:

- Provide users with informative documentation and training materials.
- Assist users with technology options and updates.
- Maintain an efficient and productive work environment through effective use of technology.

Required Qualifications:

- Strong attention to detail, problem-solving skills, and the ability to work collaboratively.
- Proficiency in written and verbal communication.

- Ability to handle multiple tasks in a fast-paced environment.

Additional Considerations:

- Experience with ticketing systems and user support.
- Familiarity with VCCS standards and practices.

By fulfilling these responsibilities, you will contribute to the effective operation of the Technology Services Help Desk, ensuring high-quality support for users and promoting a collaborative and professional work environment.

For more information, please contact the Federal Work Study (FWS) Program Coordinator at federalworkstudy@pvcc.edu