



Position: IT Receptionist

Department: Information Technology

Employment type: Part-time, 20 hours or less

Overview: As an IT Receptionist in the Technology Services Help Desk at PVCC, you will be the first point of contact for users seeking technical support. This role is designed to align with the National Association of Colleges and Employers (NACE) competencies, providing you with valuable experience in technical support, customer service, and teamwork.

Work Schedule:

Job Duties and Required Competencies:

Career and Self-Development:

- **Skills:** Proactive in seeking learning opportunities and embracing professional growth.
- **Tasks:**
 - Display curiosity and seek out opportunities for learning and development.
 - Actively participate in further education, training, or other career support activities.
 - Seek and embrace development opportunities to enhance skills and knowledge.

Communication:

- **Skills:** Clear and organized communication with a focus on understanding and guidance.
- **Tasks:**
 - Communicate effectively to ensure that information is understood by all stakeholders.
 - Ask pertinent questions to gather specific information from supervisors and specialists.

- Promptly inform relevant parties when guidance is needed with assigned tasks.

Critical Thinking:

- **Skills:** Analytical decision-making and problem-solving with a focus on diverse information sources.
- **Tasks:**
 - Troubleshoot networking issues and make decisions based on sound reasoning.
 - Multi-task effectively in a fast-paced environment, managing several issues simultaneously.
 - Gather and analyze information from various sources to understand and resolve problems.

Equity and Inclusion:

- **Skills:** Open-mindedness and flexibility in engaging with diverse perspectives.
- **Tasks:**
 - Maintain an open mind to new ideas and adapt to diverse environments.
 - Solicit and incorporate feedback from multiple cultural perspectives to ensure inclusive and equitable decision-making.

Leadership:

- **Skills:** Ability to inspire and manage projects while leveraging diverse resources.
- **Tasks:**
 - Seek out and utilize diverse resources and feedback to inform project direction.
 - Inspire and motivate oneself and others towards a shared vision.
 - Plan, initiate, manage, and evaluate projects effectively.

Professionalism:

- **Skills:** Dependability and dedication to high-quality work.
- **Tasks:**
 - Be present, prepared, and demonstrate reliability by consistently attending work or meetings.

- Show dedication to performing tasks to the best of one's ability and maintain a high level of professionalism.

Teamwork:

- **Skills:** Collaborative mindset with accountability and effective communication.
- **Tasks:**
 - Listen carefully to colleagues, understanding and addressing their input without interruption.
 - Be accountable for individual and team responsibilities, adhering to service level agreements (SLAs) for assigned tickets.
 - Collaborate with others to achieve common goals and ensure team success.

Technology:

- **Skills:** Proficiency with technology, including troubleshooting and adaptation.
- **Tasks:**
 - Install, troubleshoot, and replace networking equipment such as switches, wireless access points, and uninterruptible power supplies.
 - Use technology to enhance work efficiency and productivity.
 - Adapt quickly to new or unfamiliar technologies and install or relocate network drops as needed.

Additional Responsibilities:

- As assigned by the IT Services Manager or Director.

Required Qualifications:

- Strong technical skills in networking and troubleshooting.
- Ability to manage multiple tasks and communicate effectively with various stakeholders.

Additional Considerations:

- Experience with network installation and equipment management.
- Familiarity with IT service management and troubleshooting methodologies.

By fulfilling these responsibilities, you will enhance the efficiency and effectiveness of IT services, contribute to a supportive and inclusive work environment, and gain valuable experience in technical support and professional development.

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