



Position: Help Desk Assistant

Department: Technology Services

Employment type: Part-time, 20 hours or less

Overview: As a Help Desk Assistant in the Technology Services Help Desk at PVCC, you will serve as an entry-level technician assisting users with their technology needs. This role aligns 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 technical skills and knowledge, demonstrating a commitment to learning and growth.
- **Tasks:**
 - Show awareness of own strengths and areas for development.
 - Seek and embrace development opportunities related to technology and customer service.
 - Continuously learn about new technologies and practices in the field.

Communication:

- **Skills:** Clearly exchange information and effectively manage communication with users and team members.
- **Tasks:**
 - Provide clear and concise documentation within the ticketing system.
 - Ask targeted questions to accurately diagnose and resolve issues.
 - Escalate issues or seek assistance when needed to ensure timely resolution.

Critical Thinking:

- **Skills:** Analyze problems and make informed decisions based on available information.
- **Tasks:**
 - Gather and analyze information from various sources to understand and resolve issues.
 - Anticipate potential obstacles and proactively provide solutions.
 - Multi-task effectively in a fast-paced environment, managing multiple user requests simultaneously.

Equity and Inclusion:

- **Skills:** Embrace diverse perspectives and adapt to evolving technology needs.
- **Tasks:**
 - Be open to diverse ideas and viewpoints from colleagues to solve issues.
 - Adapt to changes in technology and procedures, ensuring inclusive practices are followed.
 - Actively contribute to equitable practices within the team.

Leadership:

- **Skills:** Demonstrate initiative and innovative thinking to support team objectives.
- **Tasks:**
 - Resolve assigned tickets efficiently within the ticketing system.
 - Apply innovative solutions to user issues while adhering to security and safety standards.
 - Utilize internal knowledge base articles and external resources to enhance problem-solving.

Professionalism:

- **Skills:** Exhibit reliability, attention to detail, and a strong work ethic.
- **Tasks:**
 - Arrive at work prepared and on-time, adhering to dress code and work expectations.
 - Communicate any tardiness or absences within the predefined timeframe.
 - Maintain high attention to detail, minimizing errors in work.

Teamwork:

- **Skills:** Collaborate effectively with team members to achieve common goals.
- **Tasks:**
 - Listen carefully and use provided information to develop effective strategies.
 - Work collaboratively with the team to complete tasks and resolve issues.
 - Build strong, positive working relationships with supervisors and coworkers.

Technology:

- **Skills:** Utilize and adapt to technologies to enhance efficiency and decision-making.
- **Tasks:**
 - Stay informed about current technology trends and developments.
 - Learn and adapt to new technologies, integrating them into daily tasks.
 - Manage and update the ticketing system and contribute to the knowledge base (KB) where applicable.

Additional Responsibilities:

- Perform routine maintenance, diagnostics, and updates on equipment.
- Work with supported vendors to resolve hardware issues beyond the scope of the Help Desk.
- Escalate tickets as needed to expedite resolution.

Required Qualifications:

- Strong problem-solving skills and attention to detail.
- Ability to communicate effectively in person, over the phone, and via email.
- Basic understanding of technology and willingness to learn.

Additional Considerations:

- Experience in a technology support role or similar field.
- Familiarity with ticketing systems and documentation processes.

By fulfilling these responsibilities, you will provide essential support to users, enhance the efficiency of the Technology Services Help Desk, and contribute to a positive and productive work environment.

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