

Date: May 14, 2010
Hours: Summer, 40 hours per week
Pay: \$9.50/hour
Description: **Associate End User Support Technician**

Role Summary

Documents and tracks calls for management review and analysis.
Responds to inquiries and determines the appropriate resolution channel.

Autonomy

- Work is closely managed
- Follows detailed instructions for routine work
- Work is closely reviewed for accuracy and overall adequacy

Problem Resolution

- Responds to client questions, problems or malfunctions and directs calls to appropriate area for problem resolution
- Resolves simple inquiries
- May use support tools to troubleshoot and diagnose end user problems
- With assistance and guidance from senior team members may coordinate new user access and systems setup with various support groups

Testing

- May assist in performing testing to validate availability of systems where outages have occurred

Job Family Specific Knowledge/ Skills/Experience Required

- Basic knowledge of businesses or functions supported
- Strong oral and written communication skills
- Technical aptitude and ability to continually evolve systems support skills
- Analytical skills

Accountability/Impact

- Completes a limited range of tasks
- Achievement of desired results impacts only the immediate work group
- Adheres to departmental policies and procedures
- Contributes to the fulfillment of projects and organizational objectives
- Resolves basic problems and refers more complex problems to more experienced staff
- Assignments are routine
- Resolves moderately complex problems and refers more complex problems to more experienced staff
- Assignments include both routine and non-routine work

If interested, please sign-up below to be considered for an interview.

Name/phone number/email address
