

SUPPORT CENTER REPRESENTATIVE – CALIFORNIA COMMUNITY COLLEGES TECHNOLOGY CENTER (CCCTC)

GENERAL DESCRIPTION OF CLASS

Under the general direction of an administrator or manager, troubleshoots and provides pre-determined technical solutions for the California Community College Technology Center (CCCTC) including but not limited to software application solution efforts for students, deliver solutions to end users with varying levels of technical knowledge and experience, and assists with programs and services; provides on-going support, follow-up, workshops, and referrals to campus resources to ensure the CCCTC support base leverages the full capabilities of solutions available.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Provides clear, consistent, up-to-date, and accurate information utilizing current job aids such as call center manual, campus contact list, campus map, District website, student portal(s), etc. to perspective students, current students, faculty, staff, and the general public on a wide variety of inquiries relating to policies, procedures, and activities in all areas of the CCCTC. *
2. Determines when inquiries need additional in-depth information and guidance based on questions asked and not asked by callers; escalates inquiries, issues, and/or concerns to appropriate department staff when needed. *
3. Performs tests for reported bugs or issues reported by student users; receives, troubleshoots, and resolves student reported issues, application errors with end users through remote access through available resources such as telephone or email; escalates issues and problems to appropriate technical support areas, as needed. *
4. Serves as a resource for students and staff regarding admissions, registration, matriculation, enrollment, and fees; verifies student application status. *
5. Provides technical assistance via the District's computerized telephone switchboard, email, and/or the internet; provides pertinent information, and technical navigation through all California Community College websites, as needed. *
6. Moderates and online community forum utilized by students enrolled throughout CCC; creates follow-up tickets when/if requests require more in depth troubleshooting to resolve technical issues. *
7. Provides routine clerical and/or administrative activities including but not limited to updates to student demographic data and student status; establish and maintain efficient file sharing and filing systems; copies, files, and faxes documents; processes and distributes incoming mail; updates and maintains department letters, documents, correspondence, spreadsheets, and reports, gathers, extracts, and compiles data for

- reports, records, and correspondence; proofreads and updates CCCTC documentation to ensure accuracy, completeness, and compliance of information to District, college, and CCCTC policies and procedures. *
8. Responds to, troubleshoots, and resolves simple to moderately difficult caller issues and inquiries utilizing CCCTC reference and end-user guides, publications, emails, and call center aids; communicates with key CCCTC staff for assistance or issue escalation, when needed; follows up with callers to ensure concerns and issues are resolved in a timely manner; documents call with notes and resolution status; updates call center manual for future reference. *
 9. Creates and updates end user support tickets of inbound and outbound calls, including pertinent reference information such as subject of calls, number of transfer calls, software or program issue, and type of call (inbound or outbound); ensures steps to resolution and workarounds are included when applicable. *
 10. Adjusts average call time based on current volume; maintains standard ratio for first call resolution; continuously seeks additional information based on new or updated information regarding campus and/or department policies, procedures, activities, events, matriculation processes, and CCCTC student portals such as CCCApply Suite, OpenCCC, and MyPath.; makes recommendations to revise procedures to increase efficiencies. *
 11. Attends Sprint releases for Student Success Suite systems to ensure receipt of most up-to-date software workflows and provide guidance to the helpdesk vendor for quality control. *
 12. Performs data entry to record and retrieve department information and prepare a variety of documents, records, spreadsheets, and simple reports. *
 13. Operates a variety of office equipment including but not limited to computers, printers, hardware, and peripherals. *
 14. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 15. Meets with vendor to discuss call calibration where Level 2 agents were engaged; provides survey or feedback scores based on the quality of service and support tickets; obtains and provides feedback to third-party helpdesk vendor related to quality control related to service provided to students. *
 16. May assist with maintaining the CCCTC storeroom; may order department or office supplies, as needed.
 17. May conduct telephone and/or email surveys to ensure Helpdesk service standards and requirements are being met by third party vendor and CCCTC staff.
 18. May serve on and/or participate in a variety of District committees, meetings, workshops, or special events, as requested.
 19. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- High School Graduate or General Educational Development (GED); **AND**
- One (1) year of increasingly responsible experience in a customer service environment related to the duties and responsibilities of the position.
- Or, any combination of education and experience which would provide the required qualifications for the position.

DESIRED QUALIFICATIONS:

- Associate degree with course work in computer science, information technology, or related discipline.
- Two (2) years of experience supporting a department or program.
- Experience in a high-volume call center.
- Experience working in an educational institution in a student service focused area.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- California Community Colleges student application and enrollment processes.
- Effective communication skills, both verbally and in writing.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Proper phone etiquette techniques.
- Proper communication skills, both verbally and in writing.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices and procedures.
- Modern office equipment, including computers, computer software programs and applications, hardware, and peripherals.
- Basic letter and report writing.
- Proper phone etiquette, and techniques.
- Creating, editing, updating, and maintaining spreadsheets.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Perform the essential responsibilities of the position.
- Integrate local, state, and federal laws and regulations.
- Learn, interpret, and apply the rules, regulations, policies, and procedures related to student services, events, and activities.
- Department and/or program policies and procedures.
- Communicate effectively, both verbally and in writing.
- Demonstrate excellent listening and organizational skills.
- Communicate in the required language.

- Multitask and perform work in a fast-paced environment with changing priorities.
- Respond intelligently to questions.
- Exercise judgement in taking effective action.
- Develop logical solutions and workarounds when troubleshooting technical issues.
- Analyze and research problems and prepare clear, concise reports.
- Work in a fast-paced environment, executing confidentially with discretion.
- Navigate around a computer while providing customer service over the phone or other communication modality.
- Navigate around a website to provide troubleshooting assistance and guidance.
- Understand the scope of authority in making independent decisions.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Update and maintain files, file sharing, filing systems, records, and reports.
- Prepare, generate, update, and maintain records, documents, spreadsheets, graphs, charts, and standard reports.
- Make efficient use of available resources.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Treat individuals with respect under all circumstances.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain cooperative and effective working relationships with those encountered during the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.