**Job Posting – UM Careers Website**

**Working Title: Service Desk Consultant Associate**

Job Code Title: Customer Help Desk Tech Associate

Job Code Number: 102347

Department Name: ITS SS Service Center

Director Salary Range: Min-Mid ($30,000 - $39,000)

FLSA Status: Non-Exempt / Bi Weekly

**How to Apply**

A cover letter and resume are required. The cover letter must be PAGE 1 of your resume and should:

1. Specifically outline the reasons for your interest in the position
2. Outline your particular skills and experience that directly relate to this position
3. Include your current or ending salary

**Job Summary:**

Information and Technology Services (ITS) Service Center has an exciting opportunity to employ a Service Desk Consultant Associate to provide support at the Tier 1 level. As a member of the Service Desk team, the selected candidate will be responsible for effective and efficient handling of requests by ensuring quick and responsible resolution of issues.

This position will report to the Service Desk Supervisor responsible for production support operations. The production support team will be handling requests about the University computing environment and administrative systems from various customers including staff, students, faculty, alumni, and guests across the University campus.

Successful candidate will be required to have the ability to learn technical support knowledge effectively, experience with outstanding customer service skills, and the ability to adapt to changes that may be ambiguous.

**Responsibilities:**

As a Service Desk Consultant team member in the ITS Support Services organization within the University of Michigan, this position’s key responsibilities include but are not limited to the following:

\* Under general direction, provide support to end users for PC, server, mainframe applications, hardware and/or administrative systems. May interact with network services, software systems engineering, and applications development to restore service. Identify and correct core problems. Simulate or recreate user problems to resolve operating difficulties that may include desktop or browser configuration problems. Escalate complex problems to senior staff.

\*Consult with customers on the 764-HELP hotline particularly in the following areas: ITS services, products and networks, including PeopleSoft, Web Applications, UNIX OS, Macintosh OS, PC-compatible OSs and utilities, hardware, and applications and internet client software.

\*Receive in-bound emails, web requests and phone calls from end-users. Evaluate problems and determine priority of responding. Research, isolate, and troubleshoot technical instances. Provide resolutions, workarounds, and problem escalation for Tier II support to ensure end-users successfully utilize the UM Computing Environment and Administrative Systems. Educate the end-user community for access to supported systems utilizing internal help desk tools to walk users through the systems. Provide end-users with information on how to access help documentation and e-Learning resources.

\*Create and maintain documentation to support users and the Service Desk team. Work with subject matter experts to document, research, review, and update issues in the knowledge management systems. Support the development of end-user documentation by working with the performance support team, making content recommendations and assisting with the review of documentation.

\*Conduct effective communications with co-workers, product teams, and end-users with guidance from senior personnel.

\*Support internal teams and projects. Identify end-user needs and communicate those to project teams. Participate in system testing and knowledge management activities.

\* Successful candidates will be expected to demonstrate in this role the following organization competencies, but not limited to:

\* CREATIVE PROBLEM SOLVING - Demonstrated ability to prevent and solve simple problems, seeking help from others when required.

\* QUALITY SERVICE - Demonstrated ability to see issues from the customer's perspective assesses urgency of requests and responds accordingly.

\* COMMUNICATION - Demonstrated ability to communicate clearly, correctly, knowledgeably, and effectively both verbally and in writing. Demonstrated ability to communicate effectively to groups, varying style to fit the audience, actively communicating with those with differing opinions and differing levels of understanding.

**Required Qualifications**

- High school degree or equivalent combination of education, certification, and experience.  
- Minimum of one year of experience on a technical support team, demonstrating exceptional customer service and problem solving skills.  
- Proficient knowledge of operating systems (Windows, MacOS) and industry standard web browsers.   
- Experience with email (POP, IMAP and Exchange) and communication software (Windows & Macintosh).   
- Experience assisting clients in their utilization of computer and network hardware and software.   
- Ability to communicate effectively, both verbally and in writing to various customers and work teams.  
- Demonstrated experience using organizational skills and abilities to successfully multiple tasks within established procedures and changing deadlines.  
- Demonstrated ability to contribute and collaborate effectively as a member of a highly functioning and productive team.   
- Ability to learn and adapt to high level of technical knowledge and training.

**Preferred Qualifications:**

**\*** Associate or Bachelor’s degree

\* Experience with Enterprise Administrative Systems (Oracle) support

**\*** Experience with mobile support including configuration and troubleshooting (Blackberry, iPhone, iPad, Android)

**Work Schedule**

\* Punctual, regular, and consistent attendance is required. Continuous sitting at a desk and/or computer when performing production support tasks.

\* May require on-call availability and may require working during non-business hours and on weekends.

\* Responsible for protecting data and information from unauthorized release or from loss, alteration, or unauthorized deletion; and, following applicable regulations and instructions regarding access to computerized files, release of data, etc. as stated in a computer access agreement which the incumbent signs.