



DEPARTMENT OF INFORMATION TECHNOLOGY PART-TIME HELPDESK PHONE AGENT JOB DESCRIPTION

Position Type: Part-Time Staff

Position Title: IT Helpdesk Phone Agent

Campus: OSU Stillwater

Department: Information Technology Support

Hiring Range: \$11.00 – \$12.00 per hour

Job Summary: Phone Agents provide front line Faculty, Staff, and Student computer\technology support (hardware, software, networking, web services, etc.) for the OSU Stillwater and branch campuses. Phone Agents at the IT Helpdesk primarily troubleshoot issues over the phone; however, they may also assist with walk-in customers from time to time.

Types of issues range from assisting customers with login issues, removing malware and viruses from devices, network troubleshooting, e-mail support, etc. If Phone Agents are unable to resolve the issue at first contact, employees will interact with other OSU staff (within IT as well as external offices) to resolve the issue. Technology troubleshooting skills are recommended. Customer service, verbal, writing, and interacting with people skills are a must.

Other tasks may be assigned to employees by the Helpdesk Manager as well.

Special Instructions To Applicants: Applicants must apply online by selecting the link under the Student Employment section at <http://help.okstate.edu>. Do not include personal information in the application (such as social security numbers, passwords, etc.).

Background Check Type: Criminal History Records Check

Required Skills, Knowledge, Experience, & Roles:

- Must be a current OSU Stillwater Student in good academic standing.
- Excellent customer service skills.
- Exceptional verbal and written communication skills.

Preferred Skills, Knowledge, Experience, & Roles:

- Technology troubleshooting skills.
- Familiarity with general to advanced features of Microsoft Windows, Apple Mac OS, Android, iPhone, etc.
- Basic Understanding of mobile devices (smart phones, tablets, etc.).
- Knowledge of OSU technology services (Banner, Orange Key, Computer Labs, etc.).
- MSIS, Computer Science, or other related majors are preferred, but not necessary to apply.