



OSU IT Stillwater Helpdesk Part-Time Phone Agent

Position Type: Part-Time Staff

Position Title: IT Helpdesk Phone Agent

Campus: Stillwater

Department: Technology Support

Hiring Range: \$10.00 – \$11.00 an hour

Job Summary: Provides 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 also assist with walk-in customers from time to time. Types of issues can range from assisting customers with login issues to removing malware and viruses from devices. 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, such as creating\editing documentation, assisting with hardware setup, and other tasks may be assigned to employees by the Phone Agent Manager as well.

Work Schedule: Consideration of class times of the student and other OSU academic related activities will be observed for certain periods of time throughout the year (such as the Spring Semester, Summer Semester, Fall Semester, Spring Break, etc.). Once the work schedule is set in place for the time period specified by the Phone Agent manager, the schedule will be followed with limited changes until a new schedule is created for the next time period. A minimum of 10 hours per work week is recommended for each employee. For OSU IT Helpdesk hours of operation, visit <http://help.okstate.edu>.

Special Instructions To Applicants: Applicants must apply online at <http://help.okstate.edu>. Once the page loads, click the link under the Student Employment section on the right hand side of the page. 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 X, etc.
- Basic Understanding of mobile devices (smart phones, tablets, etc.).
- Knowledge of OSU technology services (SIS, Orange Key, Computer Labs, etc.).
- MSIS, Computer Science, or other related majors are preferred, but not necessary to apply.