

Job Title: eLOCS Helpdesk Representative – Level I
Reports to: Manager of Helpdesk Services
Status: Non-Exempt (hourly)
Date: September 14, 2016

Job Summary

This eLOCS Helpdesk Level I Support Representative will aid in the troubleshooting and support of client needs for users of online environments using various Learning Management Systems. Duties consist of, but are not limited to answering a multi-line telephone system, documenting the request for assistance, logging job progress in an automated ticketing system (ATLAS), and updating the eLOCS Helpdesk Manager as required.

This position is full time with varied hours (40 hrs/week). Evening and weekend hours may be required. Flexibility is a must.

Essential Duties and Responsibilities

- Answer the phone and create incident tickets.
- Effectively diagnose and troubleshoot computer issues dealing with flash, pop-up blockers, cookies, and common user/computer errors
- Work with users on the phone, chat, and via email to troubleshoot elearning, computer, and/or web browsing difficulties
- Independently research elearning issues to identify problems and resolutions
- Provide accurate and timely log entries of problems in the ATLAS system, including follow-up
- Maintain communication with users and clients during the incident resolution process.
- Utilize superior customer service skills.
- Willingness to be active in a structured team environment
- Ability to work in a fast paced environment, while maintaining discipline
- Desire to learn new technologies and apply them in a work environment
- Log personal productivity
- Perform other duties and responsibilities as assigned
- Regular attendance and punctuality required

Supervisory Responsibilities

This position has no direct supervisory responsibilities.

Minimum Qualifications

- Excellent oral and written communication skills
- Customer service experience (call center experience preferred). Manages difficult or emotional customer situations.
- Effective listening skills
- Hardware troubleshooting skills
- Excellent software skills
- Operating System experience

- Excellent knowledge of desktops, laptops, and other common peripheral devices
- Self-motivated
- Strong analytical and troubleshooting skills.
- Must be flexible with working hours
- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Interpersonal - Focuses on solving conflict, not blaming; Maintains confidentiality.
- Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions. Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.
- Ethics - Treats people with respect; Works ethically and with integrity.
- Attendance/Punctuality - Is consistently at work and on time.
- Dependability - Follows instructions, responds to management direction.
- Quality - Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards.

Education and/or Experience

- High School Diploma or equivalent
- Prior experience as a customer service representative preferred
- Technical degree helpful

PC Skills

- Proficient in PC software such as Microsoft Word, Excel, PowerPoint and Outlook, sufficient to create reports, documents, spreadsheets and communicate via email
- Typing skills
- Ability to navigate between multiple open screens on a monitor using a mouse
- Ability to learn and use eLearning Innovation's proprietary software
- Ability to learn and use eLearning Innovation's chat and telephony systems

Language Skills

Excellent command of the English language, proper use of grammar and ability to speak clearly and concisely. Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to communicate effectively to common inquiries or complaints from customers or business members of the community. Ability to identify needs through oral conversation. Bi-lingual a plus.

Mathematical Skills

General knowledge of basic math skills including the ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to use a calculator.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.

Physical Demands - Percentage of time spent performing the following:

Condition	None	Less Than 33%	33% - 66%	Over 66%
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting up to 10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting up to 25 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting up to 50 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work Environment

This is a remote/virtual position that requires the applicant be motivated and disciplined. This position requires a dedicated and quiet workspace that allows for superior concentration for the duration of each shift. The use of a computer with an operating system of Windows 7 or higher, multiple browsers, a wired internet connection, and a headset with a microphone are required. Use of a second monitor is helpful.