

Telecommunications Work Study Student Position Description:

-Provides operator services by answering incoming calls to the Main College Telephone number and assisting callers by providing information or by routing active telephone calls to the appropriate numbers. Must be courteous and patient in handling sometimes frustrated callers.

-Provides assistance to the Telecommunications Office by answering "Help Desk" calls relating to on campus telephone/voicemail questions and issues and assists callers when able to troubleshoot problems. Reset passwords, analyze trouble as described by user. Must take very accurate messages for this office getting phone or related information.

-Provides field assistance to Telecommunications through building and replacing bad telephones and line cords and may include errands to any other buildings on or near campus. Assist with phone setups for meetings and conferences.

-Provide assistance with projects that involve updating databases (voicemail, phone, mobile, or other) from a computer to systems involved. Must know excel and word.

-Occasionally handles confidential information. Sign confidentiality form.

-Uses department document shredder and copy/fax machine as necessary.

-Greet and assists visitors to the Telecommunications Office.

Requirements/ Skills needed:

- Good communication skills
- Microsoft Office skills/Google Email skills
- Mature and able to work independently
- Ability to work with basic tools
- Desktop computing skills
- Basic understanding of copier/fax/scanner and shredder

Updated 2/6/12