**On-Campus Job Description**



**To apply**: *Go to* [***https://wenatcheevalleycollege.formstack.com/forms/career\_services***](https://wenatcheevalleycollege.formstack.com/forms/career_services) *to submit your information to see if you are eligible for funding.*

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| **Job Title & Number of Positions Avail.** | IT Support Technician 1 (4 positions) |
| **Department/**  **Location** | Wenatchee Campus |
| **Rate of pay** | $20.33 |
| **Supervisor** | Michael Williamson (mwilliamson@wvc.edu) |
| **Duties and Responsibilities** | ● Answers incoming telephone calls for the college; provides information and assistance; transfers to proper extensions when necessary; provides quality customer service.  ● Responds to client/customer questions or issues related to accessing and using services and agency specific web tools, applications and/or online systems  ● Use computer applications to document and track customer issues, then relay to the appropriate person to perform website updates.  ● Uses Teams to contact departmental staff in researching questions.  ● May assist departments with special, short-term projects such as phone call campaigns, mailings, and other special projects.  ● Relays information regarding campus activities, training for community and college programs.  ● Provides office support for technology department operations.  ● Maintains knowledge of information on relevant deadlines, special events, general FAQs, main departmental contacts, and department services.  ● Maintains list of campus and departmental hours.  ● Assist with the Live Chat Chatbot on the website  ● Monitors and answers Signal Vine texting application  ● Provides in-person customer service at the walk-up counter in the Library.  ● Other duties as assigned |
| **Minimum Qualifications** | Desire and ability to assist students |
| **Educational**  **Benefit** | Job experience in a professional environment. Customer service, time management, and communication skills. |

04/22/21 (CRB)

*Wenatchee Valley College is committed to a policy of equal opportunity in employment and student enrollment. All programs are free from discrimination and harassment against any person because of race, creed, color, national or ethnic origin, sex, sexual orientation, gender identity or expression, the presence of any sensory, mental, or physical disability, or the use of a service animal by a person with a disability, age, parental status or families with children, marital status, religion, genetic information, honorably discharged veteran or military status or any other prohibited basis per RCW 49.60.030, 040 and other federal and state laws and regulations, or participation in the complaint process.*

*The following persons have been designated to handle inquiries regarding the non-discrimination policies and Title IX compliance for both the Wenatchee and Omak campuses:*

* *To report discrimination or harassment: Title IX Coordinator, Wenatchi Hall 2322M, (509) 682-6445, title9@wvc.edu.*
* *To request disability accommodations: Student Access Coordinator, Wenatchi Hall 2133, (509) 682-6854, TTY/TTD: dial 711, sas@wvc.edu.*