

# South Texas College

## Job Announcement 2024-5016

**Title: Service Desk Operator (Part-time Temporary)**

**Department: Client Services**

**Reports to: Service Delivery Manager**

**Pay Grade: Part-time**

**Salary Range: Minimum \$15.00/Hour**

**Campus: Pecan**

**FLSA Status: Non-Exempt/Hourly**

### **General Statement of Job**

Provide both technical and procedural support via telephone and e-mail for all telecommunications, computer hardware and software inquiries.

### **Specific Duties and Responsibilities**

#### **Essential Functions:**

1. Answers the Information Services, Planning, Performance, and Strategic Initiatives Service Desk main operator line and assists staff and students with calls.
2. Resolves JagNet issues directly when possible while caller is on the phone.
3. Creates Service Tickets for all requests.
4. Monitors Information Services, Planning, Performance, and Strategic Initiatives Service Desk e-mail box and voicemail.
5. Performs escalation management for problems that impact multiple users.
6. Assists solving problems, addressing concerns, and planning ahead with great attention given to customer service, project quality, and exact detail.
7. Performs other duties as assigned.

### **Required Education and Experience**

1. High School Diploma or GED required.
2. At least six (6) months customer service experience, preferred.

### **Required Knowledge, Skills and Abilities**

1. Excellent oral, written, presentation, and interpersonal communication skills.
2. Strong computer skills with knowledge of Microsoft Office including, but not limited to, Word, Excel, PowerPoint, and Outlook, the Windows environment, and internet research skills.
3. Good critical-thinking and problem-solving skills.
4. Bilingual, English/Spanish, preferred.
5. Ability to prioritize, organize, and complete multiple tasks with attention to detail, within stated deadlines.
6. Ability to work independently as well as a team player within department and with others.

7. Ability to adapt to constant change and periods of fast-paced, high-intensity work situations.
8. Ability to work evenings and/or weekends as needed.
9. Demonstrated commitment to achieving the vision and mission of South Texas College.
10. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
11. Ability to write routine reports and correspondence.
12. Ability to apply practical understanding to carry out instructions furnished in written, oral, or diagram form.
13. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
14. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

### **Checks, Certificates, Licenses, and Registrations**

1. Security Sensitive position: all applicants are subject to a criminal background check under South Texas College policy.
2. In addition, subject to federal background check.

### **Physical Requirements**

3. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
4. Ascending or descending ladders, stairs, and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
5. Bending the body downward and forward by bending leg and spine. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
6. Perceiving the nature of sounds at normal speaking levels with or without correction.
7. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
8. Ability to make rational decisions through sound logic and deductive processes.
9. Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
10. Standing particularly for sustained periods of time.
11. Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
12. Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

## **Service Desk Operator**

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

**HOW TO APPLY:** Submit a South Texas College application, letter of intent, resume, and copies of transcripts (official transcripts required if hired) to:

**SOUTH TEXAS COLLEGE  
OFFICE OF HUMAN RESOURCES  
2501 W. Pecan Blvd.  
McAllen, TX 78501**

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