



University of Wisconsin - River Falls Student Affairs Information Technology (SA-IT)

Job Title: Card Office Support Agent

Level: Entry

Revision Date: 3/7/08

Job Reports To: Card Office Manager

Job Summary/Position Purpose

This entry-level Card Office Support Agent position for Student Affairs - Information Technology functions as a team member supervised by the Card Office Manager. This position exists to provide front-line support, in a help desk environment via telephone and issue tracking software or other electronic means, to the campus. Occasional vendor interaction may be required in this position.

There are occasions where this support agent position provides dispatch services when administrative staff support is requested as our support also extends to all UW-River Falls faculty, staff and students.

Responsible for other duties as assigned.

Minimum Position Requirements

High School Education.

Verified registration as a degree-seeking student at UW – River Falls.

Background in basic computing is necessary.

Interpersonal skills are necessary.

Able to work a flexible schedule during the week (around class schedule).

Work Environment

This position works out of the Campus Card office, located in 131 Hagestad Hall. Students holding this position may work in the residence halls on campus, the Card Office or the University Center as required by the essential duties of this position.



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Essential Tasks, Duties and Responsibilities

Card Office – 70%

Responsible for staffing, sales and use of a point of sale system for selling ID cards at the Hagestad Hall Card Office. Also required to maintain current knowledge of ID card design and retain the ability to help any students, staff, faculty or external unit who are interested in designing an ID card.

Call Center Customer Phone Support – 25 %

Responsible for providing students, faculty and staff with troubleshooting and technology support over the telephone. Required to create support requests in the issue tracking system, document issues with detailed information as gathered from customers via telephone. Frequently processes telephone calls and makes use of issue tracking and scheduling software.

Projects as Assigned– 5%

Card Office Support Agents may be assigned projects to enhance the relationship we have with our customers throughout the semester.



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Job Specification Major Skills and Competencies

Knowledge

Basic computer hardware, software and peripheral knowledge.
Basic knowledge of graphic design.
Diagnostic equipment knowledge.
Telephone system knowledge.
Alarm system knowledge.
Point of sale system procedure knowledge.
Two-way radio communication procedure knowledge.
Knowledge of electrical safety and emergency procedures.
Photography knowledge.

Skills

Troubleshooting and solving technical problems over the phone or in-person for customer base.
Resourcefulness in researching and finding solutions to technical problems.
Time management.

Abilities

Thoroughly document all issues accurately and in detail.
Work with others in a team setting and share knowledge with team members and customers.
Listen attentively to others, ask appropriate questions to gather information and speak in a clearly
Provide exceptional customer service on technical related topics to a diverse group of customers
Make effective decisions and prioritize tasks.
Communicate clearly using electronic means and verbal communication (phone or face-to-face or radio).
Multitask and monitor intra-office communication.
Learn quickly and absorb new information easily.

Other Characteristics

Positive, friendly, professional attitude.
Motivated to complete essential tasks without being reminded.
Criminal background check is mandatory.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.



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Additional Position Information

Hours of Work

An Entry Level Card Office Support Agent will be required to work 15 – 20 hours per week between 7:45 AM and 4:30 PM.

A student holding this position will be required to work over the academic year and also required to work over the summer.

Probation and Compensation

A probationary period of employment has been established for this position which lasts through training for new employees.

Performance Reviews

Performance reviews are conducted with the Card Office manager at the end of each academic term of work (Fall, Spring). Wage adjustments for the next academic term of employment are then made based on merit and will fall somewhere between the low and high merit values listed in the above table.

Bonus Pay

This position is eligible for bonus pay, ranging from \$50 to \$300 for successful completion of special projects or work. Bonus pay is at the discretion of the supervisor and is awarded for performance above and beyond the normal work expectations and requirements. It is typically awarded at the end of a project rather than on an academic term basis.



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Promotion

This position offers the opportunity for promotion from the entry level to the intermediate level. Promotion will occur after a performance review and will take effect at the start of the following semester if Card Office management feels the student is ready for the additional duties and responsibilities of the new position. Some factors that will be considered for promotion to intermediate:

- Very good to excellent performance review.
- High proficiency in performing entry job duties and responsibilities.
- Reliable work attendance.
- Excellent customer service skills.
- A broad base of technical knowledge.
- Demonstrated adherence to good, accurate documentation as necessary.
- Interest and willingness in taking on additional duties and responsibilities.
- Demonstrated leadership abilities.

Application for Employment

To apply for a Card Office Support Agent position, please visit the website <http://www.uwrf.edu/itsjobs> to fill out the on-line application and then follow the instructions to submit a letter of interest and resume. The website defines all application processes and deadlines.

Equal Opportunity Employer – Student Affairs - IT

Student Affairs - Information Technology (SA-IT) is an Equal Opportunity Employer and seeks to reflect the diversity of the University community. SA-IT welcomes students of every academic discipline. To qualify for SA-IT employment, you must be a currently registered student in good academic standing at UW-River Falls. Financial Assistance is not a requirement for SA-IT employment.