



OPEN AND DISTANCE LEARNING

HELP DESK SUPPORT

Job Title:	Help Desk Support
Department:	Open and Distance Learning (ODL)
Duty station:	Online, Belmopan City
Reports to:	Director - Open and Distance Learning (ODL)
Functional Relationship:	LMS Administrator, Instructional Designer, Faculty and Students, Copy Centre.
Scope:	Help Desk Support is responsible to provide technical assistance and support to address any queries and concerns relating to the Office of Open and Distance Learning (ODL).
Responsibilities:	<ol style="list-style-type: none">1. Maintain good public relations when answering telephones, emails, live chat, routing calls and when in face to face contact with the public. Serve as the first point of contact for customers seeking support from the Office of Open and Distance Learning.2. Perform remote troubleshooting through diagnostic techniques and pertinent questions.3. Determine the best solutions based on the issue and details provided by customers.4. Assist the customer by providing a step by step problem solving process.5. Ability to direct unresolved issues to the next level of support personnel or seek assistance to best resolve the issue in a timely fashion.6. Provide accurate information on ODL, MOODLE and or services offered at ODL.7. Record events and problems and their resolution in logs or the ticketing system.

8. Follow up and update customer status and information.
9. Log and provide F.A.Q and assist with the development of the knowledge based system.
10. Communicate and transfer any feedback or suggestions by customers to the appropriate internal team.
11. Identify and provide any possible improvements on procedures or gaps within the system to review and update.
12. Contribute to team effort by accomplishing other related tasks as needed.

Requirements:

1. Fully proficient computer skills including Word, Excel, Power-Point, Publisher, and Internet is required.
2. Exemplary customer relations and service skills.
3. Ability to communicate effectively both orally and in written English.
4. Experience as a help desk support or other customer support role.
5. Demonstrate professionalism at all times
6. Maintains confidentiality as it relates to students records.
7. Tech Savvy with working knowledge of office automation products, databases and remote control.
8. Ability to diagnose and resolve basic technical issues.
9. Excellent time management, organization and scheduling Skills.

Qualification(s):

Minimum of an Associates Degree in Business Administration or Information Technology