

**Specialist, Student Affairs Help Desk-4
Austin Community College**

Direct Link: <https://www.AcademicKeys.com/r?job=253844>

Downloaded On: Mar. 4, 2025 8:00am

Posted Feb. 28, 2025, set to expire Nov. 29, 2025

Job Title	Specialist, Student Affairs Help Desk-4
Department	Call Center
Institution	Austin Community College Austin, Texas
Date Posted	Feb. 28, 2025
Application Deadline	03/13/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Student Affairs
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Job Description	

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Specialist, Student Affairs Help Desk-4

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Specialist, Student Affairs Help Desk-4

Job Description Summary:

To interact with customers in a call center environment to provide and process information in response to inquiries, concerns, and requests about Austin Community College (ACC) services and procedures.

This is a fully remote position.

Working hours are assigned within the hours of operation of Monday- Thursday 8 am - 7 pm, Friday 8 am-5 pm, and Saturday 10 am - 4 pm.

Job Description:

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

1) Receives, records, and identifies requests via phone, email, and web from ACC students, faculty,

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and staff.

- 2) Utilizes problem and change management processes to perform root cause analysis, and make recommendations to eliminate the root cause.
- 3) Coordinates and dispatches second and third level work requests when requests cannot be completed at the first level.
- 4) Enters all requests into the Action Request System, and monitors progress through to resolution.
- 5) Contacts customers within the specified time frame to confirm problem resolution as well as degree of satisfaction with work completed.
- 6) Documents and publishes self-help procedures, hardware and software installation and setup procedures, and lists of ACC supported software and hardware.
- 7) Advises clients of scheduled and unscheduled down times.
- 8) Monitors virus alert web pages and makes recommendations in relation to sending out bulletins that highlight warnings and instructions for preventing viruses from interrupting business.

Skills

- * Help desk policies, standards, and protocols.
- * Help desk action request systems.
- * Virus monitoring processes and virus alert protocols.
- * Hardware and software installation and setup procedures.
- * Customer service principles and practices.
- * Relevant computer applications.
- * Maintaining an established work schedule.
- * Analyzing problems and making recommendations in relation to change management processes.
- * Effectively using listening skills, adaptability, and initiative.
- * Effectively using both oral and written communication skills.
- * Ability to cope with stressful situations.
- * Effectively using interpersonal and communications skills including tact and diplomacy.
- * Effectively using organizational and planning skills with attention to detail and follow-through.
- * Maintaining confidentiality of work-related information and materials.
- * Establishing and maintaining effective working relationships.

Technology Skills

- * Use a variety of spreadsheet, word processing, database, and presentation software.

Required Work Experience

- * One year related work experience.

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Required Education

* High school diploma or educational equivalent.

Other Preferred Qualifications

* Bilingual in English/Spanish.

Hours

Work hours will be assigned during these hours of operation:

Monday - Thursday 8:00 am - 7:00 pm

Friday 8:00 am - 5:00 pm

Saturday 10:00 am - 4:00 pm

PLEASE NOTE: THIS POSITION IS 100% REMOTE.

Salary Range

\$47,840 - \$59,000

Number of Openings:

1

Job Posting Close Date:

March 13, 2025

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and

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responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Austin-Community-College/Specialist--Student-Affairs-Help-Desk-4_R-7399

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Call Center

Austin Community College

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