

Technician, Support Services  
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=257056>

Downloaded On: May. 20, 2025 10:11pm

Posted May 19, 2025, set to expire Nov. 29, 2025

**Job Title** Technician, Support Services  
**Department** Staff  
**Institution** Austin Community College  
Austin, Texas

**Date Posted** May 19, 2025

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Administration - Other

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**Job Description**

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**Technician, Support Services**

**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.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. [-AR 4.0300.01](#)

[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:**

Technician, Support Services

### **Job Description Summary:**

Take customer calls and provide accurate, satisfactory answers to their queries and concerns. De-escalate situations involving dissatisfied customers, offering patient assistance and support. Guide callers through troubleshooting, navigating the college website or using the tools or services.

Performs tasks at level one work requests using Administrator level tools and access to manage user accounts on college domains or applications.

Review user account access, setup and usage for third party applications.

Receive and confirm issues on incidents and alert appropriate area administrators.

Collaborate with other service desk professionals to improve customer service for Austin Community College (ACC) faculty, and staff. Determine an appropriate course of action for a prompt resolution of issues.

### **Job Description:**

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**Description of Duties and Tasks** Essential duties and responsibilities include the following. Other duties may be assigned.

- Receives, records, and identifies requests via phone, email, and web from ACC students, faculty, and staff.
- Utilizes problem and change management processes to perform root cause analysis, and make recommendations to eliminate the root cause.
- Coordinates and dispatches second and third level work requests when requests cannot be completed at the first level.
- Enters all requests into the Mojo Ticket System, and monitors progress through to resolution.
- Contacts customers within the specified time frame to confirm problem resolution as well as degree of satisfaction with work completed.

**Knowledge** Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Service Desk policies, standards, and protocols.
- Service Desk ticketing systems.
- Knowledge of Wireless networking, ACC Email, G Suite, Active Directory, and Online Services.

**Skills** Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Receiving, identifying, and recording service requests that come via phone, email, and/or web.
- Coordinating and dispatching work requests in a timely manner, and following up with customers to confirm satisfactory problem resolution.
- Analyzing problems and making recommendations in relation to change management processes.
- 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.
- Provide technical troubleshooting support for desktop systems and software.
- Using multiple browsers, search engines, and OKTA.

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**Required Work Experience**

- Two years related work experience.

**Preferred Work Experience**

- Proficiency using Datatel/Colleague and the screens used in addressing inquiries.
- Proficiency using Cisco UCCX Agent Communication Console.
- Proficiency using Cisco WebX Call Center
- Proficiency using multiple Operating System GUIs.
- Proficiency using G-suite and other Google products.
- Proficiency using Mojo ticket Systems.

**Required Education**

- Associate degree.
- Four years of related work experience may substitute for this education requirement. Applicants who substitute work experience to meet the education requirement must use additional related work experience to meet the years of "Required Work Experience" for this position. Please note that the college reserves the right to amend these terms of substitution at any time.

**Other Preferred Qualifications**

- Okta Certification
- ITIL Certification
- ITSM Certification
- MCSD Certification
- MTA Certification

**Physical Requirements**

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

**Salary Range**

\$47,840 - \$59,000

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**Number of Openings:**

1

**Job Posting Close Date:**

May 28, 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 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/Service-Center/Technician--Support-Services\\_R-7565](https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Service-Center/Technician--Support-Services_R-7565)

**Contact Information**

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

**Contact**

Staff

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