



**Position Title:** Part-Time Help Desk Assistant  
**Job Code:** 8219  
**Reports To:** Virtual College Technical Analyst

**Grade:** CT  
**FLSA:** Non-Exempt

**Job Description:**

This individual is responsible for a broad range of duties associated with supporting students in the Virtual College.

**Duties & Responsibilities:**

- Answers the Help-Desk phone providing general information and helping students resolve issues related to Virtual College courses
- Maintains knowledge base with questions and answers related to processes of the Virtual College
- Informs Virtual College staff of issues including suggestions for improvements
- Coordinates coverage of the Help-Desk
- Monitors Help-Desk work orders, providing support and resolution
- Works with departments such as New Student Center, Registration, Admissions and Financial Aid, related to supporting students in Virtual College courses
- Performs other duties as assigned

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

- Associate's degree from a regionally accredited institution and four (4) years experience.
- Possess oral and written communication skills
- Must be computer literate and able to use spreadsheet and word processing applications
- Ability to work independently with minimal supervision

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name