

**Nipissing University**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Client Services Clerk
<b>DEPARTMENT:</b>	University Technology Services
<b>CLASSIFICATION:</b>	Clerk B
<b>WAGE GRADE:</b>	30
<b>EMPLOYMENT DEFINITION:</b>	Full-time Support
<b>SUPERVISOR:</b>	Manager, Client Services

**SUMMARY OF FUNCTIONS:**

Reporting to the Manager, Client Services, the Client Services Clerk is the main point of contact for faculty, staff, students, and external clients requiring IT support and services. Working closely with the entire UTS team, this position prioritizes and escalates IT requests using the Help Desk ticketing system, playing a vital role in identifying widespread IT issues for quick remediation by the UTS team. This position is also responsible for general technical troubleshooting for employees and students, responding to Help Desk tickets, walk-in, phone, and email requests, and basic audio-visual classroom support needs.

**DUTIES & RESPONSIBILITIES:**

**Customer Service Support**

**(70%)**

- Acts as the primary UTS contact for staff, students, faculty, and external clients requesting IT support
- Manage multiple channels of client communication, including in-person, email, phone, and the ticket tracking system
- Ensure all requests are tracked in the ticket tracking system for efficient communications, escalations, record keeping, and reporting metrics
- Work with clients to ensure UTS has the necessary information in the ticket to troubleshoot the issue (e.g., details of the problem, computer specifications, printer specifications, asset ID, course #, student #, etc.)
- Prioritize incoming requests to determine urgency, taking immediate action when the situation warrants it
- Route and escalate tickets through the ticket tracking system to the appropriate UTS groups
- Work closely with the UTS team to ensure consistent responses to common issues, maintaining an awareness of ongoing problems and helping to facilitate the deployment of standard solutions
- Send university-wide communications, including time-sensitive alerts, ensuring email templates are kept up to date for quick access and easy customization
- Monitor tickets daily and notify the supervisor of tickets that require attention (i.e., extended period without resolution, high priority, similar issues, etc.)
- Follow up with clients as deemed appropriate to ensure customer satisfaction
- Direct clients to self-services and learning resources available (e.g., Ticket Portal knowledge base, website resources, forms, etc.) as well as other university departmental resources
- Train and monitor student employees who perform after-hours classroom AV support

## Technical Support

(30%)

- Provide basic end-user technical support to staff, faculty, and students on an ongoing basis
- Resolve requests for common issues such as password resets, AV booking, and ID card printing, among others
- Image Windows computers (assign user profile, name computer, run updates, install requested software, assign the user to a computer, wipe and reset computers as necessary)
- Image Mac computers (add Admin account, update to current OS, name computer, install requested software, create a user account)
- Install and configure standard client software for both Windows and Mac OS
- Check and delete client MFA enrollment to allow clients to gain access back into their accounts
- Use multiple software tools to validate the identity of requestors before taking any action
- Use multiple software tools to identify the status of user accounts to respond to requests appropriately
- Generate official university student, staff, faculty, and alumni ID cards as well as general use badges and special event cards, verifying client information to ensure proper card is issued
- Provide general classroom audio-visual support

*Any other duties as assigned.*

### QUALIFICATIONS:

**Education:** A two-year community college diploma, preferably in office administration, combined with basic information technology knowledge.

*Training and/or experience may be substituted for formal academic training at the discretion of the university.*

### Training, Experience, Knowledge & Skills Required:

- One year of relevant work experience in client service support, preferably in an academic environment
- Strong commitment to providing excellent customer service, including strong communication skills
- Ability to organize, understand and apply technical information
- Ability to set priorities, work independently, and make decisions in a changing technical environment
- Ability to work under pressure and maintain deadlines

### RELATIONSHIPS/CONTACTS:

**Supervised by:** Manager, Client Services

**Internal:** Students, faculty, and staff

#### External:

- Vendors
- External clients

### MATERIALS UTILIZED:

- Computer hardware and software, mobile devices, specialized help desk software applications
- Telephone, multi-function devices (printers, fax, photocopiers, scanners)
- Technical manuals, online resources, Internet

- Audio visual and video conferencing equipment
- ID card printing system

**PHYSICAL /MENTAL DEMANDS & WORKING CONDITIONS:**

- Visual and mental concentration
- Frequent Interruptions

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**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.**

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Employee Name (please print)

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Employee

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Date

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**Approvals**

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Supervisor

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Date

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Human Resources

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Date