

Information Technology Services (ITS) in the process of filling **3 Full-time OPS positions** .The job opening ID is 42620. To apply click here:

https://jobs.omni.fsu.edu/psc/sprdhr_er/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCHJOB.GBL?Page=HRS_APP_SCHJOB&Action=U&FOCUS=Applicant&SiteId=1

Students needing assistance with completing resume or application, please feel free to direct them to me (kngraham@fsu.edu).

Job Description/Responsibilities:

This is a support position in the Information Technology Services (ITS) Service Desk, part of the FSU Information Technology Services Service Center. The ITS Service Desk is FSU's centralized support for IT Services, such as network connectivity, login issues, systems access, email, and desktop applications. Additionally, the Service Desk provides general information, support for the FSU ticketing system, the IT work order system, and Directory assistance overflow.

The primary role of the Service Desk team is to provide first contact for all customer requests, including phone calls, emails, online chats, in a call center environment and provide resolutions or service restorations as quickly and efficiently as possible, specifically for the suite of IT services identified in the IT service portfolio.

Translates customer needs, ensuring appropriate submission and accurate completion of all requests that are received into appropriate workflow. Support ranges from providing general information and assistance with workflow submissions to technical troubleshooting for the IT Services suite, including detailed desktop, application, networking (wired and wireless), account management, login issues, and email, etc. Requests are fulfilled or routed to appropriate IT provider group(s) adhering to specified guidelines utilizing appropriate system(s).

Provides for data entry and quality assurance of customer information, statistical data, and reporting to support the ITS workflow system(s) and other online systems. Creates and/or maintains documentation of procedures, literature, tip sheets, training aids, solution centers, knowledge base and job aids to provide for continuous service improvement. Adheres to standards required to produce effective management reports to ensure all established policies, processes, and service commitments are met.

Participates in training/testing initiatives related to new releases and/or changes to services/systems through collaboration with IT Provider Groups. Assists with testing, troubleshooting, and documentation to incorporate into Service Desk daily operations.

Participates in campaigns with the University community as needed, via phone calls and email and web tools. These campaigns could be small in scope to include a niche group or could represent a major notification to the entire FSU student, staff, and alumni. The Service Desk is the first response for call backs or return email to record the outcomes.

Other duties and special projects, as necessary. Participates with all areas of the ITS Service Center in a team approach to provide depth of coverage.

This is both an internal and external advertisement

Information Technology Services - Vacancy Announcement

Please **contact the hiring Supervisor** listed below if you have any questions concerning the Vacancy.

Position Title	FT Service Desk Support Technician, OPS
Section	Service Desk
Supervisor	Suzanne Kane
Job Opening ID#	42620
Type	OPS
Closing Date	Open until filled

FSU Employees – How to Apply to a Position with FSU:

[my.fsu.edu](#) ∅ [Human Resources](#) ∅ [Self Service](#) ∅ [Recruiting Activities](#) ∅ [Careers](#)

From the HR home screen, select ADVANCED SEARCH and type in the Job Opening ID# listed above, click search button. Select the Posting Title and Apply Now Button to apply for the vacancy. Any problems with completing the on-line application process should be directed to the FSU Human Resources Department at [850-644-6034](tel:850-644-6034) and/or visit the Human Resources Department "in-person" computer 'kiosk' at Room 6200 University Center A. Human Resources Employment will assist in completing the application process on-line or provide the status of your application.