



## **IT/BIC Help Desk Assistant Job Description**

**Position Title:** IT/BIC Help Desk Assistant

**Reports to:** Director of IT

**Position Summary:** The IT/BIC Help Desk Assistant is a customer service-oriented position designed to provide technical support for users of the Business Information Center (BIC) and as needed, technical assistance in other ULCC departments. The position will solve basic technical problems and provide technical support in a pro-active, efficient, and accurate manner for Members, Employees, and Guests (M.E.G.). When welcoming each BIC visitor, you will offer business concierge services and handle all incoming requests for assistance. The goal is to contribute to an overall pleasant and value-added member experience. This is a dual-role position: IT and concierge services.

### **IT/BIC Help Desk Assistant Essential Functions:**

- Work with Library Staff to create a functional and enjoyable BIC/Library experience for M.E.G.'s.
- Manage all aspects of the BIC including maintenance of all electronic equipment, ordering supplies, and keeping the space clean.
- Provide first level support and convey resolutions to M.E.G. with ULCC equipment and personal equipment.
- Properly track, route, and escalate M.E.G. unresolved queries to the next level of support.
- Prepare, update, and run M.E.G. data and produce activity reports upon request.
- Utilize excellent customer service skills and exceed member and guests' expectations.
- Ensure proper recording, documentation and closure of M.E.G issues.
- Recommend procedure modifications or improvements.
- Preserve and grow knowledge of help desk procedures, products and services.
- Inform and enforce the policy guidelines for the BIC and library.
- Assist with library duties, large scale IT projects, and other departments as assigned.

### **Concierge Essential Functions:**

- Welcome members and guests upon entrance and confirm reservations.
- Maintain cleanliness in the BIC and assure supplies are readily available and in working order.
- Act as the point of reference for members and guests who need assistance or information and attend to their wishes and requirements.
- Understand member and guest needs and provide them with personalized solutions by suggesting activities and facilities provided by the Club.

- Acquire extensive knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations.
- Answer the phone and make reservations, take and distribute messages, and/or mail and redirect calls.
- Maintain log of Room Reservations, computers and technology for the BIC/Library.
- Respond to complaints and find the appropriate solution

**Qualifications and Skills:**

- Knowledge of computer hardware, peripherals, and basic networking concepts.
- Ability to problem-solve using problem analysis skills.
- Experience in customer service or relevant role is an advantage.
- Strong client-facing oral and written communication skills.
- Polite and confident with a great deal of patience and stress tolerance.
- Attention to detail with high level of planning and organizational skills.
- Ability in multitasking and time-management.
- Aptitude in resolving issues with a customer-focused orientation.
- Must demonstrate adaptability when dealing with difficult customers.

**Experience:** One year or more of technical and customer service experience or education preferred