

Application deadline: Until Filled

Help Desk Specialist (Part-Time)

Description

The Great Lakes Commission is looking for a customer service oriented Help Desk Specialist to work up to 20 hours per week providing technical and troubleshooting assistance related to computer hardware and software, mobile devices and other tech tools and products. This is an ideal opportunity for candidates with an interest in pursuing a technical career to gain practical experience in a business environment. In this position, you will grow your knowledge of help desk procedures, and the use of Microsoft products and services. There will be an opportunity to gain hands-on experience with network software and hardware.

Responsibilities

The Help Desk Specialist will provide first level contact and provide resolutions to customer requests relating to technology at the Great Lakes Commission.

Specific responsibilities include:

- Track and resolve or escalate help desk requests as needed
- Follow up with users on helpdesk requests, provide feedback, and
- Assist users with the troubleshooting process
- Train users on common office technology as it relates to their job function
- Produce and present documentation for commonly used office technology
- Install, modify, and/or repair computer hardware and software
- Recommend procedure modifications or improvements

Qualifications

Required qualifications include:

- High School graduate
- Strong customer service orientation
- Advanced troubleshooting and multitasking skills
- Working knowledge of MS Office suite: Outlook, Word, Excel and PowerPoint
- Attention to detail
- Able to lift 40 lbs.

Preferred qualifications include:

- Pursuing a technology related degree
- Prior experience working in a help desk or customer support function
- Knowledge of Microsoft Office 365 and mobile devices (iPhone and Android)

Appointment

The position is a part-time limited term appointment for up to twelve months. The position is approved at up to 20 hours per week (1040) hours over the twelve-month period. The position will be located at the office of the Great Lakes Commission in Ann Arbor, Michigan and will be eligible for certain staff benefits consistent with the Commission's personnel policies.

Other considerations

Consideration will be given to candidates who have a familiarity with, and interest in, Great Lakes issues.

Application process

The requirements for this application include a cover letter, resume and salary requirement. **Please note:** These items must be provided if applicant is to receive consideration.

Please address your application and submit by e-mail to the following address:

Great Lakes Commission
ATTN: Help Desk Specialist Position
2805 S. Industrial Hwy., Suite 100
Ann Arbor, MI 48104-6791
E-mail: vacancy@glc.org

No phone calls, please.

About the Great Lakes Commission

The Great Lakes Commission was established in 1955 with a mandate to “promote the orderly, integrated and comprehensive development, use and conservation of the water resources of the Great Lakes basin.” Founded in state law with U.S. federal consent, with membership consisting of the eight Great Lakes states and associate member status for the provinces of Ontario and Québec, the Commission pursues four primary functions: communication and education, information integration and reporting, facilitation and consensus building, and policy coordination and advocacy. Each Member jurisdiction is represented by a delegation consisting of three to five members who are appointees of the respective governor or premier, legislators or senior agency officials. A board of directors, consisting of the chair of each delegation, is the Commission's executive body. In carrying out its initiatives, the Commission works in close cooperation with many partner organizations, including U.S. and Canadian federal agencies, binational institutions, tribal/First Nation governments and other regional interests. Representatives appointed by partner entities participate extensively in Commission activities through a formal Observer program. The Commission is supported by a professional staff in Ann Arbor, Mich. Learn more at www.glc.org.

Note: The Great Lakes Commission, as an equal opportunity employer, complies with applicable federal and state laws prohibiting discrimination. It is the policy of the Great Lakes Commission that no person shall be discriminated against, as an employee or applicant for employment, because of race, color, national origin, religion, age, sex, height, weight, sexual orientation, marital status, partisan considerations or a disability or genetic information that is unrelated to the person's ability to perform the duties of a particular job or position.