

Employment Opportunity

The Management Council of the Ohio Education Computing Network

Seeks: Customer Service Associates

Effective: December 15, 2016

Application Deadline: Open until filled

The Management Council of the Ohio Education Computing Network seeks energetic professionals with outstanding communication skills, experience with common computer tools and customer service expertise to join our customer service and support team. Successful candidates will have broad knowledge of K-12 education applications, including student information systems, student assessment applications and Ohio EMIS reporting as examples. A background in help desk or customer service, IT and educational technology combined with prior work experience on a high-performance team is highly desirable.

Customer Service Associate will work closely with the ITC members of the Management Council as well as directly with teachers, technical staff and administrators in all Ohio school districts and schools that use a variety of Ohio Department of Education applications and programs. Multiple positions are open at this time.

The full position description is below and linked off the mcoecn.org website. Interested candidates should submit a cover letter, current resume, and two confidential references with contact information to:

Bill Young (inquiry-response@mcoecn.org)

MCOECN, 8050 North High Street, Suite 150 Columbus, OH 43235

Please note that the MCOECN reserves the right to end the search at any point if successful candidates are found; applications will be considered starting immediately.

Please submit your application as early as possible for full consideration.

Every consideration will be given to underrepresented and nontraditional candidates.

Job Description
Customer Service Associate
Management Council of Ohio Education Computing Network

Reports To: Director of Ohio K12 at the Management Council or designee

Overview: Provide technical assistance and support related to a variety of applications. Respond to calls and on-line web form requests from customers. Works with Customer Service team in diagnosing system wide issues through analysis of customer requests.

Specific Duties:

1. Effectively perform as a member of the Management Council's Customer Service team.
2. Conduct all work in a professional manner through excellent interpersonal skills, effective communication, courteous manners, a positive attitude and cooperative demeanor.
3. Provide technical assistance and support for incoming customer requests and issues related to programs supported by the Management Council.
4. Respond to customer requests via telephone and email.
5. Ask thorough and meaningful questions to determine the nature of the request or issue.
6. Follow up with customers to ensure the request has been fulfilled or the issue has been resolved.
7. Gather feedback from customers regarding support quality as well as application suggestions.
8. Assist in developing training materials and other customer resources.
9. Provide feedback and recommendations for updates to customers' experiences.

QUALIFICATIONS: This position requires 5 or more years professional work experience in computer applications, web-based implementations, help desk solutions or customer service and support. Requires knowledge of computer tools including email and spreadsheets. Requires excellent oral and written communication skills. Needs to be able to work with minimal supervision and be highly motivated and eager to learn. Requires the ability to drive and travel as needed throughout Ohio. This is a 12-month position and is evaluated annually.