

BLC® HELP DESK SPECIALIST

Rev. 7/26

Primary Responsibility:

The Help Desk Specialist provides members with technical assistance and support related to MIBOR technology products and systems, computer systems, hardware, and software. This Specialist is responsible for providing first-line customer contact via phone, email, and/or chat. Provides escalated user support for technical issues within the Help Desk. Tracks tickets and maintains knowledge base. Addresses queries and user issues in a timely, accurate, professional, and friendly manner.

Specific Responsibilities:

1. Answers general listing service inquiries on system access, "How to" questions.
2. Guides members in using software and hardware components.
3. Performs data verification duties and proactively monitors for proper use of BLC® data.
4. Contributes to team effort by accomplishing related results as needed
5. Conducts training courses designed to instruct customers in the proper use of information systems using prepared materials and content, creating new materials as needed.
6. Tests system changes and repairs before installation to ensure resolution of a problem, satisfaction of a request, and/or proper functionality.
7. Assists with general administrative duties, special projects, and events.
8. Contributes to team effort by accomplishing related results as needed.
9. Accomplishes other special projects at the request of Vice President of BLC®.

Competencies:

- Strong commitment to member service
- Exhibits a professional countenance and demeanor
- Ability to effectively serve all members - adjusting for various personality types
- Excellent communication skills; written, verbal, and listening
- Diplomacy and confidentiality; proper phone etiquette.
- Stress management/composure
- Technical capacity/Listing Service and all products provided to members.
- Technical capacity/MS Office applications, membership management software, and all in-house communications tools
- Able to handle multiple tasks simultaneously
- Good thinker with common sense as it applies to providing service
- Ability to sustain upbeat attitude toward members

Teams: Technology Department and Member Experience Taskforce, Technology Team

Reports to: Vice President of BLC®