



**Student Job Title:** IT Help Center Switchboard Operator

**Contact:** Stephen Blakkolb (stephen.blakkolb@csun.edu )

**Office:** SQ- 160

**Starting Rate:** \$16.50

**Hours:** 20 hours/week

**About this Job:**

Students will assist with answering inbound calls and engage in active listening to learn about the client needs. Students should respond quickly and efficiently and explain possible solutions and/or transfer to the appropriate person/department.

**Qualifications:**

Good customer service and communication skills. Ability to work in a high call volume environment, research information, department listings and telephone extensions using campus on-line resources, including the campus directory.

**Purpose:**

The Information Technology (IT) division is responsible for the delivery of effective, secure, reliable technology infrastructure and technology services that enable, promote, and support students, faculty and staff to achieve their goals.

**Hours:**

20 hours per week. This position is expected to start in the Fall Semester.

**How to apply:**

Apply for the job using [Handshake](#) job #9047788