**LITS Student Manual:**

**Help Desk 1st tier Support Policies & Procedures**

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# Mission:

## Library & Information Technology Services

LITS works in partnership with members of the Hamilton College community to facilitate their use of current and evolving computing, telephone, presentation and network technologies. We provide excellent support services and infrastructure to enable our clients to utilize these technology resources effectively and responsibly, in order to advance Hamilton’s mission and strategic goals.

## LITS Help Desk

LITS Help Desk provides courteous, responsive technical support to Hamilton College community via the phone or e-mail. Our objective is to resolve the problem on the initial contact with the Help Desk. We support Hamilton College standard software and hardware, e-mail and network related problems on Windows and Macintosh platforms. We will take a proactive approach to identifying and solving problems to better assist Hamilton College in its use of computer technology.

# Performance Evaluation:

The Help Desk 1st tier support supervisor, together with the Help Desk Student manager, will evaluate the performance of each Help Desk 1st tier support student. The Help Desk Supervisor & Manager will use the following criteria:

### Evaluation Criteria

**Responsible -** Show up to shifts on time, Follow through with sub-requests, Attendance to meetings/training sessions.

**Team Player –** Participation in meetings, willing to share Technical Knowledge, Willing to fill in for someone who needs a sub-request.

**Communication Skills –** Effectively share information with callers, team members and supervisors over the phone and via e-mail.

**Track IT Tickets –** Report problem tickets accurately and with enough information that if a support person or another ITS team member looks at the ticket they fully understand the methods you used with the caller. Do you properly research the problem before you escalate the call ticket?

**Knowledge in Technology –** Are you knowledgeable in the standard software we support? Can you use the provided resources to find the answer(s) without escalating the call or do you continually escalate calls that you should know the answer(s) to?

**Training –** Bolded items are areas that a person needs more training in. This can vary from year to year depending on new versions of software and changes in support methods.

**Performance Rating Scale**

1. **Poor –** Not doing the things necessary in an area and a warning is given with the items noted that needs improvement.
2. **Fair –** Performing below what is expected and noted items that need improvement.
3. **Average –** Doing what is expected for you as an individual.
4. **Good –** Doing above average work that helps callers and fellow co-workers.
5. **Outstanding –** Your work is impeccable (great customer service, Track IT tickets are complete)! Nothing else can be said but WELL DONE!

**Help Desk 1st Tier Support Performance Evaluation Form**

|  |
| --- |
| **Performance Evaluation - Joe Blow** |
| Area of Evaluation | poor | fair | avg | good | outstanding |  |  |
|   |   |   |   |   |   |  |  |
| **Responsible** |   |   |   |   |   |  |  |
| **Team Player** |   |   |   |   |   |  |  |
| **Communication skills** |   |   |   |   |   |  |  |
| **Track IT Tickets** |   |   |   |   |   | **Total Score** | **Pay Raise Amt** |
| **Knowledge in Technology** |   |   |  |   |   |
| **Overall Rating** | 0 | 0 | 0 | 0 | 0 | 0 | **$0.00** |
| *Comments:* |  |  |  |  |   |  |  |
|  |
| **Training** |
| Office | Word | Excel | PPT |   |   |   |   |
| E-mail | Web | Eudora | Thunderbird |   |   |   |   |
| Printing | Students | **Employee** |   |   |   |   |   |
| Site Manager Training |   |   |   |   |   |   |   |
| Network Connectivity | Wired | Wireless |   |   |   |   |   |
| Security | Sophos | WinDef |   |   |   |   |   |
| #600 call for Presentation support | Podium | AV Equip |   |   |   |   |   |
| **Extra Course Training** |   |   |   |   |   |   |   |
| Element K |   |   |   |   |   |   |   |
|  |  |  |  |  |  | Date Signed |
| Employee Signature: |   |   |   |   |  |   |   |
|  |  |  |  |  |  |  |  |
| Supervisor Signature: |   |   |   |   |  |   |   |
|  |  |  |  |  |  |  |  |
| Professional Signature: |   |   |   |   |  |   |   |

# Procedures:

## Web Time Entry - Timecard System

WebAdvisor provides important payroll information to employees online.  Visit [webadvisor.hamilton.edu](http://webadvisor.hamilton.edu/)  to view or print pay advices, enter time, and view time history.

If you have any problems signing in or out, immediately contact your supervisor or manager. Do not wait until later in your shift.

To begin entering your time in WebAdvisor, follow the steps below:

1. Go to WebAdvisor - <https://webadvisor.hamilton.edu>
2. Click Login
3. Type User ID and Password (same as your windows User ID and Password)
4. Click on Employees
5. Click on Time Entry
6. Check the box that applies to the pay period.
7. Entering Time
	* Time can be entered each day or at the end of the week.
	* Time should be entered in 15 minute increments.
	* Regular Hours = Hours Worked
	* Submit time to save timesheet and review total hours for the week.
8. Approving Entered Time
	* Access your time card for the pay period.
	* Check the box for the electronic signature when completed for the week.
	* If you do not check the box, you will receive a message stating that your time was not sent to your supervisor. Time cards will not be processed if the electronic signature box is not checked.
	* If you are entering your time daily, you will also receive this message until you electronically sign your time card at the end of the week.
9. Supervisor Approval
	* Once you check the box for electronic signature, you will receive confirmation that your time has been sent to your supervisor for approval.
10. Rejected Time Card
	* If the time card is rejected by your supervisor, you will receive an email with a comment.
	* Log back in and correct your time entered as soon as possible.
	* Check the box for electronic signature to resubmit to your supervisor.
11. Approved Time Card
	* You will receive an email once your time has been approved by your supervisor.

Please contact the Payroll Office at x4316 if you have any questions or are experiencing difficulties.

## Shift Procedures

### Opening Procedures (10:00am)

1. Arrive 10 minutes before the shift starts to prepare for incoming calls.
2. Turn on all computers and make sure they are working properly.
3. Login to Track IT with your user name and password.
4. Check TrackIT for any emails from users and respond accordingly.
5. Check Track IT for any tickets that you may be able to respond to or resolve.
6. Check the mailbox for hdtier1@hamilton.edu and delete any spam messages.

### Hand-off Procedures (all shifts in between Open & Close)

1. Arrive 5 minutes early to get any tech/support information and possible call hand offs.
2. Make sure the previous student logged out of Track IT and login yourself.
3. Check Track IT for any tickets that you may be able to respond to or resolve.
4. Check the mailbox for hdtier1@hamilton.edu and delete any spam messages.

### Closing Procedures (10:15pm)

1. Follow the Hand-off Procedure above and proceed with the rest of the closing procedures at 10:15pm.
2. Make sure that all Track IT ticket emails have been responded to and assigned properly, then logout of Track IT.
3. Clean up all paper, garbage, etc.
4. Close all applications.
5. Log out of all computers.
6. Turn off monitors on computers.

### Checking Help Desk Voice-mail

All Help Desk voice-mail will be found as a TrackIT ticket. Make sure that all messages get resolved in a timely manner. This means that you should fix, forward, report, or call back as soon as possible.To check the message:

1. In TrackIT check tickets that are highlighted in blue with an Email Monitor as Open by.
2. Open the highlighted ticket
3. To listen to the voice mail select the Attachment tab then select the audio file.
4. Change the Request to the individual who left the voice mail.

### Checking Help Desk e-mailed Tickets

See Track IT Tickets on page 21

## Laptop Procedures

**All laptops require an appointment!**

### Over the phone/Walk-ins

Please enter the person’s first and last name in the appointment schedule.

Create a Track IT Ticket and record it on the drop off sheet.

### Walk-ins (immediate service)

Please view the appointment schedule binder and if there is an open time slot then we can assist them, otherwise schedule an appointment.

### Taking in the Laptop

When the person shows up for their appointment do the following;

1. Have user fill out the Drop Off form, which will stay with the computer. Please make sure all passwords and contact information is entered and legible. 1st Tier needs to sign the form next to ITS support person on the Drop Off from.
2. Tag the computer, power supply, carrying case, and any other items with a removable sticker labeled with the user’s name.
3. If necessary, ask the user for any additional information to help us resolve their problem. (See Mining information from the caller) This information needs to be written on the Drop Off form
4. Create/Update the proper information into a Track IT ticket.
5. Tell the user that we will contact them when we are done; in addition, they can always call to find out the status of the computer if they want too.

### Working on the Laptop

1. Whoever takes ownership of resolving a problem laptop needs to enter their name in the appointment schedule for the associated problem laptop.
2. A Track IT ticket then needs to be entered/updated with the priority set to In-progress.
3. All work done on the laptop will be tracked on the Drop-off form until resolved.
4. Once the computer problem is resolved or we determine the computer needs to go to a service provided, such as Vitec, update the Track IT ticket and closed it.
5. The 1st tiered support will contact the student to let the individual know the computer is ready to be picked up.
6. If the equipment is not out of the Help Desk area by 4:30pm (Mon - Fri) please move the equipment into the office behind the Help Desk (room 119).
	1. Please make sure the door is locked when you leave to secure the equipment.
	2. If the door is locked and you need to place equipment in there ask a Circ staff member to open the door so you place the equipment in the room.
	3. E-mail the list to say who dropped off the equipment and any additional pertinent information so it can be followed up on the next business day. Again only for equipment stored in room 119.

#### 1st Tiered Laptop Support Items

* Wireless issues
* Installation of AVG
* Run a AVG scan in Safe Mode
* Run a MalwareBytes Scan
* Installation of AVG anti-virus (based on consent of user)
* Run an AVG Scan in safe mode
* Install iAntivirus for Mac (based on consent of user)

#### 2nd Tiered Laptop Support Items

* 2nd tier will handle everything else including 1st tier support

### Laptop Pick-up

1. Give the computer to the user and answer any questions they may have.
2. Tear off the password section off the Laptop Drop-off form, and then shred the password section in the shredder located underneath the desk.
3. File the Drop-off form in the proper year file folder located in the file cabinet.

## #600 Phone support

### Daytime support

During the daytime, the 2nd tier support will answer the #600 emergency phone line. However, if there is a time when the 2nd tier support staff is not present to answer the phone, please see the evening #600 support procedure.

### Evening support

When answering the phone for #600 please greet the caller.

*“ITS Emergency Helpdesk, this is ………… how may I help you?”*

Follow the Tiered Support General flow chart for x4181 when handling the #600 emergency calls. Any call from the #600 will be escalated to AV Tech only. See the Calling Tree for AV Assistance in the sleeve of the Policy book to notify the AV person instead by phone. Do not rely on e-mail!

## Emergency Procedures

### Shift Coverage

A Shift Coverage emergency is defined as not being able to cover your scheduled shift due to one of the following emergency: medical illness requiring a medical attention, unforeseen accidents, family emergency. Should this type of emergency arise please notify Scott, the student supervisor, or the help desk person on duty immediately to start the following procedure.

#### Daytime Emergency 10am – 4:30pm

1. If you are already on your shift hit the not ready key on the phone.
2. Relay any pertinent information to Scott or 2nd Tier support.
3. You can then go, and take care of your emergency.
4. 2nd Tier support will either cover the phones until the next shift is covered or an emergency sub request will be sent out and voice mail will be changed.

#### Evening 4:30pm – 10pm or Weekend Emergency

1. If you are already on your shift hit the not ready key and position busy on the phone.
2. If you are not on your shift or off campus, call the student supervisor or Scott and relay any pertinent information.
3. The student supervisor or 2nd tier support will set up voice mail to note there will be no support from x to y hours.
4. The student supervisor or 2nd tier support will send out an emergency sub request to cover the open time slot.

Communication:

## Tiered Support General Flowchart



### Mining information from the Caller

Follow the five W’s: who, what, when, where, why and how principle. Here are some examples.

* (Who) What is your Name?
* (What) What Operating System are you using?
* (What) What Application are you using?
* (When) When do you get the error message(s) are you seeing?
* (Where) Is this the only computer that is getting this issue where you are located?
* (Why) why do you need this...?
* (How) Did you recently install any new software?

## Via E-mail

The 1st tier support should use **hdtier1@hamilton.edu** for e-mailing clients and when a consult is needed with other ITS teams. Similar to the telephone conversation listed below, communicating via e-mail will follow the same pattern.

## Via Telephone

**The standard greeting for 4181 is**:

*“Hamilton Helpdesk, this is ………… how may I help you?”*

### Working with the caller

#### Identify Caller’s Urgency

When a person calls, pay close attention to their tone of voice. Is there stress in their voice? Are they talking fast? Are they crying? If you are not sure what the level of urgency the caller’s problem is, ask the person:

 *“I am sorry, but could you please let me know when you would like this problem resolved?”*

If the caller is willing to work through some solutions over the phone, continue to assist them but keep in mind of the user’s schedule and the length of the call. If you find that the call is getting lengthy (5-10 minutes) and you are making headway please continue the support call. However, if you are not making any headway please refer to the “Needs Researching” script so you are not wasting the caller’s time. *It also gives you time to research the problem.*

#### Impatient Caller

If you suspect the caller is looking for an immediate answer due to their time schedule or type of problem and you don’t have an immediate answer after 2-3 minutes please escalate the call to a 2nd tier support person. **NOTE:** Take note if the person doesn’t want to be transferred. To transfer please say:

*“I am sorry this is taking longer than I thought. I would like to escalate this call to our 2nd tiered support. I’ll transfer you now to the next available person.”*

#### On-Hold

During the call, if you need to run a program, switch from or to XP/Mac/Vista, sneeze/cough then say:

*“Would you mind if I put you on hold for a second, I just need to …”*

**NOTE:** When you place someone On-Hold they are listening to dead air/silence, so it is important not to place them On-Hold for more than a few seconds.

#### Shift changes

During the call, if you are at the end of your shift and you know that you cannot finish the call you can do the following:

**Switch 1st tier support person**

*“Since I am at the end of my shift let me update my shift replacement and he/she will be able to assist you with this problem, please wait a few seconds.”*

**Escalate call to 2nd tier support person**

*“Since I am at the end of my shift let me escalate you to our 2nd tiered support to assist you the rest of the way.(update 2nd tier support) I’ll transfer you now to the next available person.”*

#### Needs Researching

If you suspect that researching the particular solution to a problem will take longer than a few minutes (5-10 minutes), write down the necessary information from the user to enter into Track IT and then politely say:

*“I am sorry this is taking longer than I thought. I would like to research the solution to your problem further but I do not want to keep you waiting on the phone. Can we call you back later this (morning/afternoon/evening) at this number … when we have found a solution?”*

### Researching Call Problems

1. Check the Internal Support Page ([https://my.hamilton.edu/its/help-desk-student-pages?](https://my.hamilton.edu/its/help-desk-student-pages))
2. Consult with an On-Call 2nd Tiered support person (see Help Desk On-Call schedule)
3. Consult with another ITS team (dependent on the call see Call Type Chart)

### Returning a Call after Research

*“Hi, this is………….calling back from the Hamilton Helpdesk. I have a possible solution to your … problem.*

(Wait on the phone with the user to see if this resolved the problem.)

#### If Resolved

*“You’re welcome, and please feel free to call us if the problem persists. Once again, thank you for your patience.”*

#### If still Not Resolved

**See escalation to 2nd tier support.**

### Callers Problems Resolved

 *“I am glad to have helped you. Have a great day/evening.”*

## Consulting

####  2nd Tiered Help Desk Rep.

When asking for a consult please make sure you have answered the five W’s and any other pertinent information so we (2nd tier support) can give you accurate technical solutions. If during the consult, the 2nd tiered support deems it necessary to follow up with the caller, then the 2nd tiered support takes ownership of the ticket until resolution. Otherwise, it will be the responsibility of 1st tiered support to call the user back with solutions discussed in the consult.

It is possible that during the consult with 2nd tier that other ITS teams will need to be involved. If that is the case, 1st tier support still keeps ownership of the call unless the ITS teams involved state they will take ownership of the support call. Please see the “TrackIT Knowledge book” on how to send the Ticket to another team.

## Escalating Caller

### 2nd Tier Support

If you have been unsuccessful finding a solution for the caller or the type of call requires a 2nd tier support person to resolve the problem, then based on the time of day politely say:

#### Daytime hours

**If 2nd Tier Support Available**

 *Unable to resolve researched issue*

*“Since we are still not able to resolve this problem, let me escalate you to our next level support person. I’ll transfer you now.”*

 *Requires immediate escalation*

 *“So we can better assist you I will transfer you to the 2nd Tier support person. Please hold while I transfer you.”*

**If 2nd Tier Support Not Available**

*“Since we are still not able to resolve this problem we will need to escalate this issue to our 2nd tiered support. Currently a 2nd tier support person is assisting another caller. When they are available they will call you back at this number ……..”*

#### Evening hours

*“Since we are still not able to resolve this problem we will need to escalate this issue to our 2nd tiered support. When the next 2nd tier support person is available tomorrow morning he/she will call you back at this number … I appreciate your patience.”*

### ITS Teams

#### DIS - dis@hamilton.edu - x5347

* Provide installation services for computer hardware and software in administrative and academic offices.
* Provide installation services for computer hardware and software in the technology-enhanced (t/e) classrooms and public computer labs.
* Oversee the College’s plan for regular replacement of institutional office computer, including all classrooms and labs.
* Advise members of the College community on purchases and oversee the hardware repair service provided by Vitec Solutions.

#### NS - ns@hamilton.edu - x5638

* Oversee aspects of the installation and maintenance of campus telephones and voice-mail, telephone and network wiring, network electronics, and servers.
* Maintain on-campus, local and long distance calling series, voice mail services, cellular phone services, conference calling, wiring request, calling cards, and telephone billing for College departments.
* Maintain the campus Internet connection, all on-campus data networking needs, network and server security, and UNIX and Windows server administration.

#### CIS – Central Information Service - cis@hamilton.edu - x5247

* **Provide system support to enable the various business and information tracking activities of the College including the use of Datatel’s Colleague and Benefactor software.**
* **Provide access to, training for, and maintenance and development of the college’s central database used to administer the student and financial system.**
* **Work closely with the Web Services team to provide web-based access to central information.**
* **Support many interfaces to external systems on and off campus, for example, the campus payroll and ID card system.**

#### AV - avtech@hamilton.edu - x4231

* Assist the college community with their presentation support needs, including audio and video recording, data projections, film showings, and sound support.
* Research and rent movies for classroom and event use.
* Provide first-line support for technology-enhanced (t/e) classrooms
* Provide a variety of equipment for loan to faculty and students.
* Provide duplication services for audio and video masters.
* Manage the College’s video conferencing facility and TV network (including satellite teleconferencing and the video bulletin board).
* Manage and train Student Technical Assistants for presentation and event support.

#### WEB -webhelp@hamilton.edu - x4932

* Provide primary technical support for the College Web site including our Web-based support for prospective students and our on-line alumni community, custom Web applications, and other uses of the Web in support of college goals.
* Develop and support the use of My Hamilton, which provides personalized access to College resources through the Web.
* Work closely with Central Information Systems group to create secure Web applications for improved access to data and increased efficiency.

#### R&ID – Research & Information Design - rid@hamilton.edu - x4877

* Assist faculty in the identification, development and implementation of specific technologies that meet their teaching or research goals.
* Develop support and training plans for students, targeted for the specific goals of a course or course project.
* Provide the first line of support for the public computer labs.
* Support for the Blackboard Learning Management System
* Support the Citrix server for academic software access by students and faculty, on and off campus.
* Support the faculty in using a wide variety of technology-enhanced teaching tools.
* Provide multimedia resources and support for faculty and student projects.
* Manage and train Student Lab Consultants who provide technical support in the public computer labs.

#### Vitec - vitec@hamilton.edu - x4171

* Hamilton College contracts with VITEC Solutions, LLC (formerly IKON Technology Services) for hardware repair service for all college-owned desktop computers and peripheral equipment. VITEC is also available to repair personal computers and equipment for a fee of $45.00/hr.

#### TAG -tag@hamilton.edu -x4098

* Telephone System and Wiring Support
* Wall jack repairs

## Help Desk Intra-communication

### Second Tier updates

Any update to an existing TrackIT ticket that is assigned to a second tier support person. The e-mail should be made from the TrackIT ticket which should have the Ticket number in the subject line. Try to give the caller an expectation on when the 2nd tier will contact them.

To: [2nd tier support person]

From: hdtier1@hamilton.edu

Subject: Work Order Number ######

### Sub requests

Help Desk 1st tier support specialists are responsible for all hours taken, including sub requests picked up. That is, once you pick up a sub, it is your responsibility to make sure the shift is covered.

All sub requests should be posted to the Help Desk 1st tier support specialist listserv in this format:

To: HATNSOS-L@listserv.hamilton.edu

From: [your name]

Subject: Sub Request [day] [mm/dd] [hours]

Body: I need a sub for Thursday, October 19 in the MPC from 2-4pm because of a lecture I have to attend for class.

Help Desk 1st tier support specialists must post sub requests **at least 24 hours in advance** of their shift, and must follow up with another request **within 24 hours of the shift** if no one picks up the original request. If no one picks up any of the requests, talk to one of your supervisors to arrange the shift coverage.

### Tech Tips

The Help Desk staff or Student Supervisor will send out tech tips via the HATNSOS-l listserv to inform you of new information about an application or technology that we support. The e-mail will have the subject labeled **Tech Tip:** and what the tech tip is about. If you have a Tech Tip to share, please inform your supervisor in the weekly meeting or one of the professional staff.

 Subject: Tech Tip: Thunderbird

### Time Adjustment

To: spaul@hamilton.edu

Cc: student supervisor e-mail address@hamilton.edu

From: [your name]

Subject: Time Adjustment

Body: Could you please adjust the time that I worked, I forgot to punch in/out, or punched out too late. (List the date and time it should be)

### Training Minutes

To: hatnsos-l@listserv.hamilton.edu

From: [your name]

Subject: Training Minutes

Body: [A summary of the weekly training meeting(s) will be in the body of the message.]

### Information E-mail

To: hatnsos-l@listserv.hamilton.edu

From: [your name]

Subject: Info: [summary of what the information is about]

Body: [Detailed information that you need to be aware of. Such as servers being down for a period of time or KJ is still being renovated.]

### Emergency E-mail

To: hatnsos-l@listserv.hamilton.edu

From: [your name]

Subject: Emergency Sub Request

Body: I need a sub from [hour - hour.]

# Track IT:

## Track-It Tickets:

During each shift, you must report all of your activities via Track-It tickets and monitor the status of tickets assigned to the Help Desk. You should fill out a separate ticket for each action you take. Thus, each person you help, each call you take, and each problem you encounter should have its own ticket filed.

It may be helpful to make notes about activities and problems during your shifts, so that you can report them more easily and accurately when you fill out your Track-It tickets.

### Ticket Status

Once a ticket has been created and **three** attempts to reach the requestor have been made without a reply, the ticket is set to Last call. This is our **three-strike rule**. An attempt is defined as the Help Desk contacting the user via e-mail, (unless the problem is with e-mail, then a phone call is made). The Help Desk will then wait a full business day for the user to respond before another attempt is made. Once the third attempt has been made, the ticket is set to Last Call and will be closed the next full business day.

**Last Call E-mail –** Make sure you have when you use the template from hdtier1@hamilton.edu that you change the Subject line and the bracket items (User name and state the problem the caller contacted us about) to relevant information about the caller.

[User],

We have not heard back from you about [*state the problem the caller contacted us about*]. The Help Desk strives to resolve each caller’s problem with satisfaction, so we can only assume that either your problem has been resolved or you have not been available to contact us with further information. At this point in time, we will close out your ticket in our call tracking software and assume the call has been resolved. However, if you are still having problems please contact us and we will reopen the ticket and continue to assist you.

Thanks,

 Help Desk Tier1

It should be the goal of every member of the Help Desk team to keep the backlog of open tickets to less than 20 in the Help Desk queue.

There are more detailed instructions in the “Track IT knowledge book” on how to create a ticket and what needs to be added for each ITS team should the call be escalated. Please ask a supervisor or 2nd tier support person if you have any questions.

## General Track IT ticket call escalation

### Help Desk

* Create Track IT ticket technician assigned to Help Desk
* Notify the 2nd tier On-call person

### DIS - Desktop Integration Services

* Create Track IT ticket technician assigned to 2nd tier support for approval.

### NS – Network Services

* Create Track IT ticket technician assigned to Help Desk.
* E-mail a request to network service or call x5638.
* The Track IT ticket remains open until we get an e-mail message that they have handled the request.

### CIS – Central Information Services

* Create Track IT ticket technician assigned to Help Desk 1st tier support
* Transfer Caller to CIS phone number

### AV – Audio Visual Services

* Create Track IT ticket technician assigned to AV Tech
* Phone AV Tech (evening see call sheet)

### WEB

* Create Track IT ticket technician assigned to Web-services.

### ITSS – Instructional Technology Support Services

* Create Track IT ticket technician assigned to ITSST.

### Vitec

* Create Track IT ticket technician assigned to Vitec.
* Phone if this is an emergency/heads up

### TAG

* Create Track IT ticket technician assigned to Help Desk 1st tier support
* E-mail telephon@hamilton.edu

# Where to find Answers:

## ITS Resource Center

###### There is a wealth of information about software, standards, and methods available in the Internal Support page at [https://my.hamilton.edu/its/help-desk-student-pages?](https://my.hamilton.edu/its/help-desk-student-pages) or the ITS Resource Center at <http://www.hamilton.edu/its>. These include how-to’s, and general technology FAQ documents.

## Knowledge Books

Located in the Help Desk area, these books give more in-depth information about how to log tickets with the TrackIT system, and the policies and guidelines for Help@Night employees.

* TrackIT
* Manual--Help@Night Support Specialist Policies

## Google

This is a good resource tool to find answers that might not be in the Internal Support page, the ITS Resource Center, or in our knowledge books. Depending on your findings, it is possible the information found would need to be created as a Tech Tip, if so please, follow the Tech Tip e-mail guidelines.

## Solutions Database

Located within Track IT is the solutions database, which is designed for the more obscure resolutions to problems.

# Training:

## Orientation Week

Prior to the start of the fall term, all ITS student employees are required to return early for a week long training session. The training week will review procedures, existing technology and new technology.

Weekly Meeting Policy:

During the semester, a day will be selected based on everyone’s schedule to meet and review policies, calls that came in during the week and at least one item of technology we support. We will also review tickets that were logged as “consult” 1st tier support supervisor during these meetings.

**Policy on absences:**
Help desk students are allowed three excused absences during the semester for which they must notify the student supervisor 24 hours in advance of the meeting. After missing such a meeting the student is responsible to meeting with the supervisor at a convenient time to catch up on what was discussed at the meeting. ***Any absences beyond the excused three will then be counted as an unexcused absences.***

**Unexcused absences:**

* 2 unexcused and unexplained absences will receive a verbal warning,
* 3 such absences will receive a written warning,
* 4 such absences and you will be dismissed form your position at ITS.

In selecting a meeting day and time, we will try to accommodate as many team members as possible but it is also your responsibility to give us all the information about clashing commitments and make your preferences known when the meeting day/time is being discussed.

If you have an extended commitment that clashes with the weekly meeting time, you must speak to Scott and/or your student supervisor, explaining - in detail - what the commitment is and how long it will last. You must then establish a time to meet with your student supervisor in which you will discuss the important points of the meeting on a weekly basis. *Missing this substitute meeting will then be counted towards you absences.*

# Help Desk Student Position Description:

## Position Title: Help Desk 1st tier support

**Department:** Information Technology Services

**Supervisor:** Help Desk & Training Team

**Date:** January 2011

**POSITION SUMMARY:** In this position, you will be expected to troubleshoot computer related problems over the phone, record the results of the call in the Help Desk database (Track IT), and escalate the call to the appropriate team when a caller's problem requires a hands-on approach or further assistance from another team.

**RESPONSIBILITIES**:

* Answer the phonewith a pleasant voice and good customer service.
* Give complete information on the Work Orders in Track IT
* Check e-mailed Track IT tickets and Voicemail messages at the beginning of your shift and during your shift relay any additional information to the next student.
* Follow up with any open Work Orders in the Help desk backlog to update the status or resolve the Work Order(s).
* Troubleshoot the problem to the best of your ability before consulting a 2nd tiered person or ITS team.
* Appropriately escalate work order(s) to other teams following published procedures.
* Find substitute if you cannot make your shift.
* Work during Finals week each semester.
* Attend the one-hour weekly training/updates meeting for broadening technical skills.
* Attend the Orientation week training in August.

**JOB REQUIREMENTS:**

* A strong working knowledge of the Macintosh 10.4, 10.5, 10.6, 10.7 & Windows XP, Vista, Windows 7 operating system, and of our Hamilton College standard software (Thunderbird, IE, MS Office, Firefox, and Google Chrome).
* A solid understanding of our campus network, file sharing, printing, and use of the Internet.
* A good understanding of the use of peripheral hardware such as printers and external drives.
* In addition to these technical skills, ITS highly values and seeks out students who have excellent customer service and communication skills, and who are dedicated and reliable workers.

## Position Title: Help Desk 1st tier support Trainer

**Department:** Information Technology Services

**Supervisor:** Help Desk & Training Team

**Date:** January 2012

**POSITION SUMMARY:** This position is part of an internal career ladder on the Help Desk. The Help Desk 1st tier support trainer is expected have an advanced knowledge of the Help Desk policy & procedure. The trainer will train newly hired student workers in addition to having the opportunity to train on policies and procedures during the weekly training meeting and the August training days. The trainer is expected to work at least one shift on Help Desk 1st tier support. In addition, you will be expected to troubleshoot computer related problems over the phone, record the results of the call in the Help Desk database (Track IT), and escalate the call to the appropriate team when a caller's problem requires a hands-on approach or further assistance from another team.

**RESPONSIBILITIES:**

* Answer the phonewith a pleasant voice and good customer service.
* Check e-mailed Track IT tickets and Voicemail messages at the beginning of your shift and during your shift relaying any additional information to the next student.
* Give complete information on the Work Orders in Track IT
* Troubleshoot the problem to the best of your ability before passing on the call to another person or team.
* Follow up with any open Work Orders in the Help Desk 1st tier support backlog to update the status or resolve the Work Order.
* Appropriately escalate work order(s) to other teams following published procedures.
* Find substitute if you cannot make your shift.
* Assist with the student supervisor to facilitate one hour weekly training/updates meeting for broadening and updating the Help Desk 1st tier support team’s technical skill sets.
* Train new hires for Help Desk 1st tier support based on the Help Desk 1st tier support responsibilities. This will involve the newly hired students to shadow during the same shifts the Help Desk Trainer(s) have.
* Update internal web pages with proper documentation when necessary.
* Work during Finals week each semester.
* Prepare for Orientation week training during the month of August.

**JOB REQUIREMENTS:**

* A strong working knowledge of the Macintosh & Windows operating system, and of our Hamilton College standard software (Thunderbird, IE, MS Office, and FileMaker Pro).
* A solid understanding of our campus network, file sharing, printing, and use of the Internet.
* A good understanding of the use of peripheral hardware such as printers and external drives.
* In addition to these technical skills, ITS highly values and seeks out students who have excellent customer service and communication skills, and who are dedicated and reliable workers.
* An understanding of how the User Support Group (AV, ISST, HD&T) works with each other to produce efficient support to the Hamilton Campus.

## Position Title: Help Desk 1st tier support Supervisor

**Department:** Information Technology Services

**Supervisor:** Help Desk & Training Team

**Date:** January 2012

**POSITION SUMMARY:** This position is part of an internal career ladder on the Help Desk. The Help Desk 1st tier support supervisor is expected to oversee the Help Desk 1st tier support students supplying them with the proper work environment and training to do their jobs. The supervisor will give input to training, job reviews and new hires of Help Desk 1st tier support students. The supervisor is expected to work at least one shift on Help Desk 1st tier support. In addition, you will be expected to troubleshoot computer related problems over the phone, record the results of the call in the Help Desk database (Track IT), and escalate the call to the appropriate team when a caller's problem requires a hands-on approach or further assistance from another team.

**RESPONSIBILITIES:**

* Answer the phonewith a pleasant voice and good customer service.
* Check e-mailed Track IT tickets and Voicemail messages at the beginning of your shift and during your shift relaying any additional information to the next student.
* Give complete information on the Work Orders in Track IT
* Troubleshoot the problem to the best of your ability before passing on the call to another person or team.
* Follow up with any open Work Orders in the Help Desk 1st tier support backlog to update the status or resolve the Work Order.
* Appropriately escalate work order(s) to other teams following published procedures.
* Find substitute if you cannot make your shift.
* Facilitate one hour weekly training/updates meeting for broadening and updating the Help Desk 1st tier support team’s technical skill sets.
* Assist Help Desk supervisor with new hires and reviews of Help Desk 1st tier support students.
* Update On-Call schedules and any additional information when necessary to contact people if problems arise.
* Update internal webpages with proper documentation when necessary.
* Work during Finals week each semester.
* Prepare for Orientation week training during the month of August.
* Any discussion in the supervisor meetings are confidential.

**JOB REQUIREMENTS:**

* A strong working knowledge of the Macintosh & Windows operating system, and of our Hamilton College standard software (Thunderbird, IE, MS Office, and FileMaker Pro).
* A solid understanding of our campus network, file sharing, printing, and use of the Internet.
* A good understanding of the use of peripheral hardware such as printers and external drives.
* In addition to these technical skills, ITS highly values and seeks out students who have excellent customer service and communication skills, and who are dedicated and reliable workers.
* An understanding of how the User Support Group (AV, ISST, HD&T) works with each other to produce efficient support to the Hamilton Campus.

# ITS Help Desk 1st tier support Contract

**Help Desk 1st tier support Rules & Responsibilities:**

* I will be polite and courteous to our students, faculty and staff at all times. Iwill answer the emergency line whenever it rings during the evening shifts.
* I will make a genuine attempt to answer any questions asked and solve issues presented.
* I will seek available information and help in order to obtain solutions.
* If the emergency lines rings during the evening shifts, while I am assisting someone on the helpdesk line, I will politely excuse myself and answer the phone.
* If the light on the phone is on, I will check the voicemail for helpdesk immediately.
* I am responsible for showing up for my shifts following shift procedures, and remaining in the designated space for the duration of my shift. If for any reason I cannot do this, it is MY responsibility to find a replacement
* If I am unable to find a sub for my shift, I must still cover it unless Scott or the student supervisor’s release me from that shift.
* I will send a sub-request at least 24 hours before my shift to the following address hatnsos-l@listserv.hamilton.edu Other Help Desk 1st tier support students are the only acceptable replacements.
* If an emergency arises, where I must miss or leave my shift, I will contact Scott or the student supervisor immediately to release me from my shift and have an emergency sub request posted on hatnsos-l@listserv.hamilton.edu.
* I will maintain a professional manner and appearance at all times. This means:
	+ No cursing or verbal abuse, screaming, yelling, shouting etc.
	+ No personal phone calls
	+ No personal use of cell phones
	+ No iPods unless one ear bud is unplugged.
	+ No sleeping
	+ Dressing appropriately for a work environment.
* I will keep track of my time using the SADB Timecard Database.
* I will not allow someone else to log in/out for me.
* I am responsible for filling out Track IT tickets at the end of ALL of my assigned shift(s) to record questions, phone calls & interactions with users and report any malfunctions or deficiencies of the equipment.
* *I am responsible for loaning out equipment for Camera Loan between 10am and 8pm and will follow the correct procedure as provided by my supervisors.*
* I will attend ALL required meetings and training sessions and complete projects within the assigned deadlines as defined by my supervisors.
* I will be an active participant in my professional development; self-identifying areas where I am lacking and seeking out knowledge and help.
* I am responsible for keeping the office neat, orderly.
* I am not permitted to “hang out” with friends, engage in group study sessions, or tutoring of other students while working. I will not use time at work for excessive homework or non-work related activities.
* I should NEVER display pornographic or other offensive material in the lab, whether on or off shift in the ITS areas.
* I am a representative of the ITS department whether I am on or off shift and should serve as a role model for responsible computing at all times. **This includes confidentiality of caller and problem when they contact the Help Desk for assistance**.

I agree to follow the policies and procedures outlined in the student manual. I will complete ALL of my job responsibilities, as outlined in the student manual, before I partake in homework or personal computer use.

I understand that breaking any of the above rules will result in the following disciplinary measures, as outlined in the student manual:

1. **First violation** will result in a verbal warning
2. **Second violation** will result in a written warning and probation.
3. **Third violation** will result in termination of employment from ITS.

If you receive any type of warning, verbal or written, your status will be reviewed during your performance review. During the review, your status will be relieved by one level of severity (A written warning becomes a verbal warning, and a verbal warning becomes no warning) as the supervisors see fit. Severe violation of this contract may result in the immediate renegotiation of my employment.

Any Help Desk 1st tier support person found under the influence of alcohol or drugs while on duty will be automatically released from employment.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read the above rules and regulations and I agree to abide by them.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature

You must read, sign and return this contract to your supervisor or your employment with ITS will be renegotiated. A copy of this contract is included in the Help Desk Policy manual for your reference.