Teaching Support Associate, 14 hr/wk
Harvard Business School

The Teaching Support Associate’s primary role is to assist HBS IT’s Technology Support Services team in the support of HBS’ teaching and learning activities. Job duties include:

- Monitor incoming support channels for customer issues and promptly resolve, escalate or route as necessary
- Perform pre-teaching session checks to ensure classes are ready to start
- Accurately record, track, and resolve service tickets in Service Management system
- Manage a high-volume, fast-paced work queue filled with shifting priorities and many simultaneous pieces of work; update open tickets with detailed information as work advances
- Communicate with customers about the status of their open tickets, and escalate problems as necessary
- Provide technical support as new technologies are integrated into the HBS teaching and learning portfolio
- Create knowledge articles based on resolved cases
- Other duties as required

Job Requirements
- At least 1 year of relevant customer-service or technical-support experience
- Ability to access all needed resources remotely: a personal computer in good working order; minimum Internet bandwidth at remote work location of at least 15MB/second downstream and 5MB/second upstream

Additional Skills and Abilities Desired
- Personal ownership and accountability with every interaction
- Commitment to provide excellent customer service in a high-touch user environment
- Ability to appropriately set and meet expectations
- Strong interpersonal and communication skills, both written and verbal
- Strong team-player mentality with both peers and customers
- Organizational skills and attention to detail in all work efforts, and an ability to quickly learn and retain new skills and institutional knowledge

Position starts on August 10 2020 and runs through December 18 2020, and covers up to 14 hours a week at $25/hour.

To apply, please send cover letter and resume to Chris Moran at cmoran@hbs.edu