Our innovative and growing company is searching for experienced candidates for the position of center support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for center support

- Installs and/or assists in the installation and configuration of software and hardware
- Trains and guides campus community members in the use of technology
- Writes online announcements to notify customers of system changes or issues, security alerts and new software/hardware releases
- Monitors online forums and web pages for content accuracy and usability
- Trains and assists student workers
- Processes account-related requests received including, but not limited to, change of address, payoffs, ACH debits, account information, and zero balance letters
- Ability to meet or exceed performance goals
- Ability to arrive to work on time and work in a professional manner
- Manage Vanguard specific queues, including but not limited to Shuttle Scheduling, Room Reservations, and facility maintenance service requests
- Generate, dispatch, and close out service requests as necessary from the Global Support Center

Qualifications for center support

- Experience providing technical support in a Windows 7 based environment
- Flexibility to work weekends and/or holidays as needed
- Tenacity to persist and remove roadblocks

- Students pursuing a bachelor's degree in Business, Communications, Marketing, or related at an
- 2-3 Years Developing and Delivering Training in a Call Center Environment