

**The Nevada System of Higher Education
Position Announcement
For
Workday Customer Support Specialist**

The Nevada System of Higher Education (NSHE) invites applications and nominations for the position of Workday Customer Support Specialist. This is a renewable, full-time, non-tenured, administrative position and reports to the Workday@NSHE Change Management and Communications Support Lead in Reno. The position may be located in Reno or Las Vegas. The NSHE is comprised of eight institutions: two universities, a state college, four community colleges, and a research institute. The public system of higher education in Nevada continues to experience rapid growth, with significant challenges and opportunities in serving over 105,000 students and 12,000 employees.

NSHE maintains a wide area network and multiple data centers along with a wide variety of systems and applications to provide services to all of its institutions. The Workday Customer Support Specialist position is an integral part of the overall Workday@NSHE team. The position participates in or is responsible for help desk activities, problem solving/resolution, knowledgebase capture and maintenance, troubleshooting application and product problems/issues, analysis and identification in trends, training gaps, business problem configuration issues and for overall customer service support for Workday@NSHE users statewide.

STARTING SALARY: Grade C

APPROXIMATE STARTING DATE: September 1, 2017

MINIMUM QUALIFICATIONS: The successful candidate must have a bachelor's degree from an accredited institution. A degree in business, customer service management, or a related field is preferred, with two (2) to three (3) years of directly applicable experience and in customer service support experience. Alternatively, seven (7) or more years direct customer service work or related experience in a large corporation or university, with at least two (2) years of formal education or training may be substituted as qualifications for this position. Background and experience in higher education finance, payroll or human resources and/or expertise for a large enterprise or university is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES: Successful candidates must possess the following knowledge, skills and abilities. Applicants should address following items in their letter of application when applying for this position.

- Ability to provide quality service to NSHE internal and external customers in all assigned tasks.
- Appropriate skills and knowledge in an enterprise information system help desk environment.
- Skill in providing high level customer support, application and account support, and complex problems solving skills.
- Excellent verbal and written communication skills.
- Ability to identify and decide how to resolve problems and when to forward to appropriate referral.
- Ability to listen to customers and understand their needs.

RESPONSIBILITIES: The duties of this position will include, but not be limited to, the following areas of responsibility within Change Management and Customer Support:

- To provide high quality Help Desk functional and Workday product support, assists customers with problems, and provides support in a timely manner. Demonstrate appropriate product and application skills and knowledge, trouble shoots problems and coordinates resolutions. Provide

knowledge management, documentation and correct request tracking. Keep help tickets updated with accurate and complete information.

- To provide excellent service, the employee will listen to customers and understand their needs; help customers solve problems; demonstrate eagerness to help; exhibit a professional disposition; be approachable, respectful and team-oriented; take ownership of inquiries, and assignments; provide updates for customers; and be familiar with basic operations of SCS and NSHE institutions in order to understand the customer needs better.
- Effectively communicate and interact to provide effective support and valuable contributions to customers including business analysts, trainers, user/governance groups supporting the Workday application, as well as campus help desk teams and other constituents. Identify and decide how to resolve problems or to forward to appropriate referral and keeps supervisor and constituents informed of progress and issues.
- Update customer support procedures in a timely and accurate manner in order provide consistent responses to future instances of a similar nature.
- Analyze help desk calls and activities to keep current with customer support issues to identify trends and propose solutions to common issues; to inform the Workday training team of gaps in training and customer challenges with business processes; identify areas to improve change management and communications efforts, in an effort to maintain continuous quality improvement.
- Participate in review and understanding of changes to functional configurations, added functions for new software releases, assistance with testing and training development in order to increase functional application knowledge for quicker customer service/problem resolution.

Limited travel with overnight stays may be required in support of activities related to the position.

TO APPLY: The application process will be handled through the HR Search on-line search process. Application materials **must** include a current resume, detailed cover letter, and names, addresses, and telephone numbers of four professional references willing to be contacted. Applicants should fully describe qualifications and experience, since the initial review will serve to evaluate applicants based on documented, relevant qualifications and professional work experience. Materials should be addressed to Lori Mandracchio, Search Coordinator, and are to be submitted via on-line application at <http://system.nevada.edu/Careers/index.htm>. For assistance with NSHE's on-line applicant portal, contact Lori Mandracchio at (702) 889-8426 or lori_mandracchio@nshe.nevada.edu.

Application Deadline: Applications may be submitted until the position is filled, however the review of materials will begin on August 1, 2017.

For more information about the Nevada System of Higher Education, please visit our website at www.nevada.edu. The Nevada System of Higher Education hires only United States citizens and aliens lawfully authorized to work in the U.S. The NSHE is an affirmative action, equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, age, creed, national origin, veteran status, physical or mental disability, genetic information, sexual orientation, gender identity, or gender expression.