Technical Support I
Customer Support/Administrative Specialist

The National Oceanic and Atmospheric Administration (NOAA) Aviation Weather Center (AWC) in Kansas City, MO has a long history of supporting and transitioning research to operations (R2O) for the National Weather Service (NWS) to support the Federal Aviation Administration (FAA), industry, and aviators around the globe. The AWC is one of two World Area Forecast Centers (WAFCs) and collaborates with international partners, universities, governmental research laboratories, the Federal Aviation Administration (FAA), and other National Weather Service (NWS) entities through the on-site Aviation Weather Testbed (AWT) in order to maintain a leading edge in aviation meteorology hazards training, operations, and forecast techniques development. Information Technology and the associated administrative support services are essential components in developing and executing program objectives to support the overall mission of the AWC. Through this position, the AWC intends to maintain a secure, reliable, technically robust operating environment to support its mission and goals. It will continue to provide the highest quality products and services for aviation management officials, decision makers, researchers, and the general public.

The Cooperative Institute for Research in the Atmosphere (CIRA) at Colorado State University (CSU) collaborates with the AWC on a number of required research projects and activities. CIRA assists the AWC/AWT in the development, testing, and the transition of promising aviation weather results to the NWS operations in support of various programs. The individual in this position reports to the CIRA Research Assistant/Budget Analyst at the AWC and works closely with AWC Management and the Aviation Support Branch to provide exceptional support to the AWC, FAA, and WAFC Internet File Server (WIFS) customers by serving as the primary point of contact for the WIFS Help Desk, and also providing administrative support to the AWC.

Decision Making:

Decision making depends on the analysis of the user requirements, software architecture constraints, or technical issues involved with each software development activity; the chosen implementation approach will need to be selected from many alternatives. This position will receive instruction on day-to-day work as well as a set of priorities from the CIRA Research Assistant/Budget Analyst and the AWC federal collaborator. The guidance will accurately reflect the relative importance of particular help desk or other work activities, and meet customer and program requirement deadlines.

Essential Job Duties:

Customer Support/Help Desk Specialist (60%)

- Provide customer service and technical support to end users on a variety of website and software related issues using excellent verbal and written communication skills.
- Communicate and work collaboratively with the AWC Web Team and other entities to identify and resolve technical issues related to WIFS and WIFS utility.
- Answer webmail queries and provide assistance to resolve them.
- Answer and log help desk calls from 7:00 AM to 3:00 PM Central Time and provide assistance to resolve them.

Personnel and Administrative Support (25%)

- Perform responsibilities with a high degree of discretion for handling sensitive and confidential information.
- Provide administrative support for a variety of functions, including hiring actions, travel requests, procurements, etc., using onsite software.
- Provide administrative support as needed to the AWC Management team and staff.
- Review procedures and policies; suggest modifications in order to enhance their effectiveness.
- Plan and accomplish goals, and perform a variety of complicated tasks with minimal supervision.
- Respond timely to telephone calls, email and personnel requests for assistance and technical support.
- Create and maintain official record systems and organize and neatly manage documents according to relevant NOAA Records Management regulations.
- Draft letters and correspondence according to NOAA formats.
- Organize and arrange presentations; schedule and coordinate meetings and conferences.
- Other duties as assigned.

Property Contact (15%)

- Utilize experience and judgment to help support and perform a variety of tasks associated with property management.
- Work closely with Property Manager, Property Custodian, and budget officers to maintain accountable personal property.
- Assist with the effective administration and maintenance of a system of control, custodial records, and accountability for personal property.

Required Qualifications:

- Bachelor’s Degree or a High School Diploma (or GED) plus at least 5 years of office experience;
- Proficient with office software including Word, Excel, PowerPoint, and Google Suite;
- Minimum 1 year of customer service experience;
- Ability to pass a National Agency Check with Inquiries (NACI, federal background check) because the job is located inside a federal building.
- Willingness to abide by all federal COVID-19 vaccine mandate guidance stated for contractors/affiliates working within a federal facility.
- Applicants must be legally authorized to work in the United States by the start date. **CIRA will not sponsor a visa for this position now nor in the future**.

Preferred Qualifications:

- Bachelor’s Degree plus 3 years office experience or at least 7 years office experience;
- At least three years customer service experience
- Experience providing first level or tier one technical support to users of software or websites;
- Basic budget formulation and tracking skills;
- Strong verbal and written skills;
- Utilizes experience and judgment to plan and accomplish goals, and perform a variety of complicated tasks;
- Possesses customer service skills and knowledge required to effectively work with high level policy makers, a wide range of international users who may have language barriers and cultural differences;
- Ability to handle multiple tasks and meet project deadlines;
- Ability to take initiative and communicate effectively with researchers and other staff members.

Background Check:

Colorado State University (CSU) strives to provide a safe study, work, and living environment for its faculty, staff, volunteers and students. To support this environment and comply with applicable laws and regulations, CSU conducts background checks. The type of background check conducted varies by position and can include, but is not limited to, criminal (felony and misdemeanor) history, sex offender registry, motor vehicle history, financial history, and/or education verification. Background checks will be conducted when required by law or contract and when, at the discretion of the university, it is reasonable and prudent to do so. In addition, the final candidate will be required to pass a National Agency Check with Inquiries (NACI, federal background check).
Commitment to Diversity and Inclusion:

Reflecting departmental and institutional values, candidates are expected to have the ability to advance the Department's commitment to diversity and inclusion.

Colorado State University is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy and will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. Colorado State University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action. The Office of Equal Opportunity is located in 101 Student Services. The Title IX Coordinator is the Executive Director of the Office of Support and Safety Assessment, 123 Student Services Building, Fort Collins, CO 80523 -2026, (970) 491-7407. The Section 504 and ADA Coordinator is the Executive Director of Human Resources and Equal Opportunity, Office of Equal Opportunity, 101 Student Services Building, Fort Collins, CO 80523-0160, (970) 491-5836.