



October 2015 – Christine Anaya – Enterprise Technology Customer Support Specialist – Technology Support Center

Have you ever wondered who is behind the phone when you call the Help Desk and you get great customer service and get your technology issues resolved? Christine Anaya, technology support specialist, from the Technology Support Center (also known as the Help Desk) has been answering those calls for close to ten years providing quality support to UTEP staff, faculty and students. Ms. Anaya works with the UTEP community via phone, email or live chat to assist in diagnosing technical problems and implementing a resolution. “I take great pride in being able to resolve an issue for a customer and there is great satisfaction to know that because of my work, I am allowing others to continue with their work without having technology related barriers.”

Ms. Anaya began her professional career at UTEP when she was a freshman student and began working for her department in a work-study position as a telephone operator who provided university general information, directory information and call routing. She believes this was the best job experience she could have gotten as a student at UTEP because it allowed her to learn about many departments at UTEP and all available resources to UTEP students. In the year 2009, Ms. Anaya received a Bachelor’s of Science degree in Health Promotion from UTEP and was able to accomplish this while working at the Help Desk.

One of her greatest professional accomplishments is to have assisted with the staff training prior to the May 2015 implementation of People Soft. She feels that it is not only important to be good at your job but it is as important to share your knowledge and skills with others and to be able to create a functional and well-trained team. Her “second family” as she calls it which includes her peers and managers work towards the same vision of providing prompt and effective technological support to ensure UTEP’s productivity.

She invites the UTEP staff to attend the Sixth Annual Technology Support Center Open House on Wednesday, October 8th from 10:00 A.M. – 2:00 P.M. at the Library Room 300. This event will showcase the many services that her department offers but also a great venue for staff members to learn about the many ways that technology can enhance daily functions.

UTEP staff council recognizes Ms. Anaya’s accomplishments and thanks her for being that friendly voice from the Help Desk always available to help with staff members’ technological issues.