POSITION DESCRIPTION

TITLE:  
Student Service Desk Technician (level 1)

DEPARTMENT:  
Information Technology Services

STATUS:  
Student Contractor (Non-Work Study)

REPORTS TO:  
Service Desk Coordinator

POSITION SUMMARY:
Under the supervision of the Service Desk Coordinator, this position is responsible for providing first tier technical support of software, hardware, classroom technology, printing and network problem resolution to Framingham State University faculty, staff and students. This position clearly communicates technical solutions in a friendly and professional manner while providing initial diagnostic and troubleshooting for end-user problems over the phone, online or in person. These duties will include answering the telephone, directing calls to the appropriate departments, and other duties as required.

PRIMARY RESPONSIBILITIES:

1. Serve as Tier 1 support for student and faculty/staff computer related issues at any ITS Service Desk.
2. Maintain the cleanliness and functionality of the academic computer labs and academic classroom labs.
3. Assist students with use of the student print management system (Pharos).
4. Assist students with the troubleshooting and repair of both recommended and non-recommended laptop computers and related peripherals. Escalate such issues as necessary.
5. Assist faculty and staff with the troubleshooting and repair of laptop/desktop computers and related peripherals. Escalate such issues as necessary.
6. Troubleshoots and assists with difficulties experienced by faculty, staff and students regarding technology in classrooms, Smart Carts and other media equipment.
7. Input and properly assign issues into the ITS ticket tracking system (Cherwell).
8. Assist ITS staff with resolving and managing tickets in the ITS ticket tracking system.
9. Assist with the inventory management and maintenance of ITS equipment.
10. Assist ITS staff with other projects and tasks as assigned.
11. Maintain a professional and organized work environment.
12. Assumes additional responsibilities as may be determined by the Service Desk Coordinator and/or the Manager of Campus Technology.

REQUIRED QUALIFICATIONS:

1. Technical background preferred but not required, strong ability to learn and follow instructions required.
2. Ability to manage one’s time effectively and to balance both job responsibilities and academic success.
3. Excellent communication skills and ability to manage in a customer service environment.
4. Ability to proactively manage assigned workload and to execute tasks in a timely manner, while maintaining high academic standards.
5. Minimum GPA of 2.5 required.