

POSITION DESCRIPTION

TITLE: Student Help Center Technician (level 1)
EFFECTIVE DATE: July 1, 2009
DEPARTMENT: Information Technology Services
STATUS: Student Contractor (Non-Work Study)
WORK HOURS: Various
REPORTS TO: Helpdesk Manager or Designee

I. SUMMARY OF FUNCTION

Student helpdesk technicians are the primary support role for student computing issues on campus. Student technicians are responsible for the staffing of both ITS helpdesks and for acting as Tier one troubleshooting and support. Student technicians also are responsible for supporting of academic classrooms, printing and for running tickets as assigned by the supervisor. Student technicians are required to assume additional responsibilities or assist on projects as necessary.

II. PRIMARY RESPONSIBILITIES

1. Serve as Tier 1 support for student and faculty/staff computer related issues at any ITS helpdesk.
2. Maintain the cleanliness and functionality of the academic computer labs and academic classroom labs.
3. Assist student with use of the student print management system
4. Assist students with the troubleshooting and repair of both recommended and non-recommended laptop computers and related peripherals.
5. Maintain the functionality of the residence hall computer labs and printers.
6. Assist with the registration and remediation of student computers in regards to the FSC student network registration system.
7. Assist faculty and staff with issues presented to the helpdesk. Escalate such issues as necessary.
8. Input, process, and properly assign issues into the ITS ticket tracking system.
9. Assist ITS staff with resolving and managing tickets in the ITS ticket tracking system.
10. Assist with the inventory management and maintenance of ITS equipment.
11. Assist ITS staff with projects and tasks outside the normal scope of helpdesk functions.
12. Maintain a professional and organized work environment.
13. Assumes additional responsibilities as may be determined by the Help Desk Supervisor or Helpdesk Manager

III. 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. Minimum GPA of 2.5 required.
5. Ability to pro-actively manage assigned workload and to execute tasks in a timely manner, while maintaining high academic standards.