Position Title	Help Desk Student Technician
Number of Open Positions	5
Department Name	Information Technology Services
Position Description	In your role as a Help Desk staff member, you will: Provide helpdesk support and resolve problems to the end user's satisfaction Monitor and respond quickly and effectively to requests received through the ITS Help Desk Utilize and maintain the helpdesk tracking software (Web Help Desk) and monitor Web Help Desk for tickets assigned to the queue and process first-in first-out based on priority Provide assistance for those needing password resets on Gmail, Banner, Campus/Canvas and other University programs Assist with onboarding of new users, both students and faculty/staff Assist with maintaining inventory of all equipment, software and software licenses according to Information Technology Services policies and procedures Report issues to the Tech. Support Specialists for escalation and troubleshooting Check, clean, maintain, and report issues with classroom, lab, and other computers and audiovisual equipment across campus Assist with technology and audio-visual set-ups for campus events in classrooms, meetings rooms, and other University venues Provide courteous and helpful service to all customers in need of assistance ensuring that their issue is resolved or the customer is directed to the correct resources/answers All new staff members will be trained. We are looking for motivated students who want to learn and have good problem solving and customer service skills.
Days and Times Needed	Once hired, student will work with a supervisor to schedule a weekly schedule, between 10-15 hours a week. Most hours needed are 7:45 AM to 3 PM, but we do need a few hours covered late afternoon and evenings as well as some weekend hours.

Nights or Weekends Required?   Nights & Weekends

Pay Rate $8.15 to $8.40

Job Location   4th Floor Rodman Hall and Library Commons

Supervisor Name   John Mack

Supervisor Email   jmack@jcu.edu

Supervisor Phone   216-397-3005