Position Title	Student PC and Network Technician
Number of Open Positions	3
Department Name	Information Technology Services

Position Description

In your role as a Student PC and Network 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 faculty, staff, and students with personal computer needs (virus removal, software installations, and hardware diagnosis)

Assist with port activation and basic networking installations and troubleshooting

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

All new staff will receive training on networking and PC diagnostics.

Days and Times Needed	Scheduled hours between Monday-Friday 9 AM to 5 PM
Nights or Weekends Required?	No
Pay Rate	$8.15 to $8.40
Job Location	4th Floor of Rodman Hall
Supervisor Name	John Mack

Supervisor Email   jmack@jcu.edu

Supervisor Phone   216-397-3005