

JOB DESCRIPTION

Job Title:	Desktop Support Assistant	Hours:	15-20 hours/week
Department:	Information Technology	Hourly Rate:	\$10.00/hour
Supervisor:	Director of Information Technology	Financial Aid Eligible?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Job Description:

The Desktop Support Assistant provides general desktop support for computers and relative equipment to ensure students, faculty, and staff have the necessary tools to perform their tasks.

Responsibilities:

- Provide assistance with software and hardware installation and troubleshooting
- Assist students, faculty, and staff with a variety of desktop support tasks
- Assist students, faculty, and staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment, and software within established protocols and timelines
- Independently troubleshoot computer and peripheral problems and offer solutions using the web and other internal IT resources
- Provide support to users via phone, e-mail, messaging, and on-site
- Maintain local and network printers, copier machines, fax machines, phones, CCTV systems, classroom projectors, speakers, and sound systems
- Facilitate the movement of equipment during office moves
- Provide technical support for University events
- Update and create online documentation used by IT staff and the campus community with final approval of content by supervisor
- Help assess and identify problems with users' personal computers in order to provide solutions to users of all levels in terms they can understand
- Maintain IT equipment inventory
- Provide other technical support, as requested

Job Qualifications:

- Previous experience troubleshooting hardware, software, and network problems
- Strong knowledge of operating systems, MS Office suite, and software applications
- Knowledge of desktop computers, LAN and WAN
- Proficiency in Microsoft Office applications
- Ability to lift up to 15 pounds
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Customer service attitude
- ***This role may require working in shifts, so flexibility is a must***