



JOB DESCRIPTION

Job Title:	IT Desktop Support / Administrative Assistant	Hours:	15-20 hours/week
Department:	Information Technology / Administration	Hourly Rate:	\$9.00/hour
Supervisor:	IT Support Supervisor	Financial Aid Eligible?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Job Description:

This position will have duo responsibility. The IT Desktop Support / Administrative Assistant primarily provides general desktop support for computers and relative equipment to ensure students, faculty, and staff have the necessary tools to perform their tasks. The Assistant also assists with FXUA front desk coverage and other administrative tasks as assigned.

Responsibilities:

Administrative Responsibilities (30%):

- Responds to phone, email, and in-person inquiries from guests, students, and parents.
- Organizes and inputs data into the required databases.
- Maintains relevant records and documents as required including filing paperwork.

IT Desktop Support Responsibilities (70%):

- Provides assistance with software and hardware installation and troubleshooting.
- Assists students, faculty, and staff with a variety of desktop support tasks.
- Assists 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
- Provides support to users via phone, e-mail, messaging, and on-site.
- Maintains local and network printers, copier machines, fax machines, phones, CCTV systems, classroom projectors, speakers, and sound systems.
- Facilitates the movement of equipment during office moves.
- Provides technical support for University events.
- Updates and create online documentation used by IT staff and the campus community with final approval of content by supervisor.
- Helps assess and identify problems with users' personal computers in order to provide solutions to users of all levels in terms they can understand.
- Maintains IT equipment inventory.
- Provides other technical support, as requested.
- Other duties as assigned.

Job Qualifications:

- Reliable, punctual, detail-oriented, and courteous.
- Ability to work independently with minimal supervision, maintain confidentiality and exercise good judgment.
- Demonstrate professional etiquette.
- Basic understanding of clerical procedures and systems such as recordkeeping and filing.
- 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.***