

Student Employment Job Description

JOB TITLE: TSC Technician (to start Fall 2011)

TODAY'S DATE: April 8, 2011

DEPARTMENT: Information Technology Services/TSC

REPORTS TO: Rick Burke, Assistant Director for Technical Support

REQUIREMENTS:

- **Recommended Education/Training:** Completed 1 year of college education.
- **Experience/Background/Knowledge:** Experience with PC and/or Macintosh systems, Microsoft Office Applications. Basic understanding of University applications/software. Basic understanding of computer networks including but not limited to the Internet.
- **Skills:** A desire to help students, faculty, and staff with technical problems. Dependability in following schedules and procedures. Ability to work with people in stressful situations. Customer-service oriented approach to problem solving. Effective verbal and written communication skills.
- **Attire on the Job:** University Dress Standard as listed in the Student Handbook
- **Expectations:** Provide a professional, organized, and efficient office environment. Exhibit a Christ-like attitude in all assigned duties.
- **Special Requirements:** A desire to learn new technology and applications.

DUTIES (include but not limited to):

- Provide first response technical assistance to faculty, staff, and students who call in, email, or walk in to the TSC.
- Troubleshoot all campus technical needs over the phone, through emails, and in person.
- Create work orders in Helpdesk Service Request Software and assist in the process of their completion.
- Help manage TSC mailbox and calendar.
- Deliver/setup/tear down mobile labs.
- Reimage computers. Update inventory database. Setup and move faculty/staff workstations.
- Diagnose and repair computer hardware – desktops, laptops, printers, etc.
- Other duties as required

NORMAL WORKING HOURS and DAYS: The TSC is staffed Monday thru Thursday, 7:30am – 8:30pm, and Fridays, 7:30am – 4:30pm.

WHAT ARE THE BEST PERKS FOR A STUDENT WORKING IN THIS POSITION OR DEPARTMENT? Flexible hours (working with your class schedule), no weekend hours, friendly staff.

WHAT WILL THE STUDENT GAIN FROM HIS/HER EXPERIENCE IN THIS POSITION THAT WILL BE USEFUL IN THE FUTURE? Hands on training working at a technical helpdesk. Experience working in an IT department. Customer Service skills.