

# Student Employment Job Description

**JOB TITLE:** TSC Technician – Buchwald Center

**DEPARTMENT:** Information Technology Services/TSC

**REPORTS TO:** Assistant Director for Technical Support

**REQUIREMENTS:**

- **Education/Training:** Completed one year of college education
- **Experience/Background/Knowledge:** Experience with PC 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:** Reliable transportation to and from the Buchwald Center. A desire to learn new technology and applications.

**DUTIES (include but not limited to):**

- Support of student laptop issues, both hardware and software
  - Current Windows and Office programs
- Work with vendors to resolve hardware issues
- Support of network related issues (ex. Novell login issues, Student logins to various Web Services, iPrint printers)
- Work with other MVNU Technology Departments to resolve hardware and software issues
- Provide training as needed for professors in relation to the operation of classroom equipment
- Monitor and Alert campus staff to shortages of supplies (ex. Paper and Toner)
- Prepare rooms for class (Turn on teaching station, check paper in printers)
- Assist staff with general computing problems when time permits
- Other duties as assigned

**NORMAL WORKING HOURS and DAYS:** Hours for this position will vary, but may be required to work Monday Through Thursday, 4:30 PM – 6:30 PM. Additional hours may be available for work on main campus.

\*Flexible hours (working with your class schedule)

*Return Completed Forms to Human Resources*

