

## **MVNU Student Employment Job Description**

**JOB TITLE: MotherBoard Hub Student Technician**

**DEPARTMENT: Information Technology**

**REPORTS TO: Joshua Cunningham, Assistant Director for Tech Support**

### **REQUIREMENTS:**

- **Recommended Education/Training:** On the job training provided.
- **Experience/Background/Knowledge:** Experience with Windows or Apple systems, Microsoft Office Applications. General library knowledge. Customer focused.
- **Skills:** A desire to help students, faculty, and staff. Ability to work with people in stressful situations. Customer-service oriented approach to problem solving. Effective verbal and written communication skills. Ability to think analytically about problems and solutions. Self-motivating for evening un-supervised work.
- **Attire on the Job:** Casual
- **Expectations:** Provide a professional, organized, and efficient office environment. Exhibit a Christ-like attitude in all assigned duties. Able to work in groups and individually.
- **Special Requirements:** Evening and weekend hours are normally required.

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

- Customer Service (answering switchboard & helpdesk calls and communicating in a kind, compassionate, and informative way)
- Circulation of Materials (checking in/out equipment as requested to students, faculty, and staff)
- Providing continual availability for initial contact methods (phone, email, text, IM, twitter, etc)
- Transporting/setting up computer equipment for employee transitions (new employees, retiring, etc...)
- Other duties as assigned

**NORMAL WORKING HOURS and DAYS:** The Hub has varying schedules between 7:30AM and 11:00PM as well as 10am-3pm on Saturdays. Schedules are set at the beginning of the semester for the entire semester with student input. Typically expect between 8 and 12 hours per week but flexible up to 20 hours per week.

**WHAT ARE THE BEST PERKS FOR A STUDENT WORKING IN THIS POSITION OR DEPARTMENT?** Learning valuable technical and customer service skills and experience to put on their resume. Potential opportunity to make the transition from student to employee upon graduation. Available promotion internally for troubleshooting, programming, or network infrastructure work.

**WHAT WILL THE STUDENT GAIN FROM HIS/HER EXPERIENCE IN THIS POSITION THAT WILL BE USEFUL IN THE FUTURE?** Customer Service skills, Office skills, potential for Supervisory/training skills, Diagnostic & Technical Support skills.