

MVNU Student Employment Job Description

JOB TITLE: FT Summer MotherBoard 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 PC 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 (accepting incoming requests for service and responding in a kind, compassionate, and informative way)
- Troubleshooting Computer problems (hardware, software, viruses,)
- 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.)
- Office duties
- Other duties as assigned

NORMAL WORKING HOURS and DAYS: The HelpDesk has varying schedules between 7:30AM and 8:30PM. Summer positions are scheduled Full Time hours.

WHAT ARE THE BEST PERKS FOR A STUDENT WORKING IN THIS POSITION OR DEPARTMENT? Learning valuable technical skills and experience to put on the resume. Potential opportunity to make the transition from student to employee upon graduation.

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 skills, Diagnostic & Technical Support skills.