Southwestern College: Student Technical Assistant

Name of Position: Student Technical Assistant

Department: Information Services

Campus Location: SC Helpdesk

Supervisor: Anthony Gropper

Length of Contract: Academic Year (2022 - 2023)

Pay Rate: Minimum Wage plus $.25/hr for any technical certifications attained that are applicable to the position.

Job Purpose: Assist SC Helpdesk employees with IT support for all stakeholders in Southwestern College

Job Responsibilities:

- Acts as primary point of contact with Helpdesk customers via phone, online or at the Helpdesk counter
- Responsible for providing first line technical support to Students, Faculty and Staff for all computing and telecommunications related services
- Assist in Laptop Program distribution and buy-out processes
- Recording and updating documentation of service incidents in Issue Listing
- Perform diagnostic and troubleshooting procedures
- Hardware repair and replacement
- Software installation
- Virus removal and detection actions
- Cleaning and preparation (imaging) of returned laptops
- Other administrative duties or special projects as assigned.

Qualifications:

- Have completed CPTR 159 coursework or equivalent with supervisor approval
- Must maintain good rapport with faculty and students
- Excellent communication skills and detail oriented
- The ability to handle confidential matters and to be professional
- Ability to work well with others
- Frequent interruption of work flow
- Minimum supervision
- Ability to work between 15 – 20 hours per week

Skill Development Areas:

- Customer Service
- Problem solving
- Multitasking
- Communication

Evaluation: The student will be evaluated by the Director of Academic Technology and the IT Tech on a per-semester basis. Evaluation will be based upon attendance, feedback from staff and faculty, and the student's growth in the skill development areas described above.