

Support Services Student Technician

Position Description

This position is responsible for providing technical support and troubleshooting for the ITS Student Computer Centers and supported departments across campus. This position is responsible for monitoring incoming work tickets and responding to the computer labs or office's department as necessary. This position installs, configures, and troubleshoots computer hardware and software. Printer support and troubleshooting is also a day-to-day activity. This position works in a team environment to meet all goals of the Support Services unit within ITS User Services in an effort to provide the best service for students, faculty, and staff across campus.

Reports To

This position reports to the ITS User Services PC Support Coordinator.

Pay

This position's starting pay is commensurate with skill and experience.

Characteristic Duties

- Monitor call-tracking software for incoming support tickets, triage support tickets, and respond in an appropriate manner
- Troubleshoot and repair both hardware and software for computer lab and staff office systems, including but not limited to: monitors, printers, scanners, hard drives, and network connections
- Create and update documentation, both internal and external
- Other projects or duties as assigned by the Support Services Coordinator in line with ITS-User Services' needs and/or position's skill

Required Qualifications

- Knowledge of Microsoft Windows 7, Microsoft Office Suites, basic networking principles, and basic computer hardware themes and concepts
- Excellent troubleshooting skills
- Excellent writing skills (may be asked to provide an example)
- Excellent interpersonal, communication, and time management skills
- A desire to work with students, faculty, and staff in professional environment
- A minimum one year commitment

Desired Qualifications

- Previous experience working within ITS
- Experience in training others on technical topics
- Commitment over the winter and summer break