

## Information Technology (Help Desk)

POSITION:	WORK STUDY	FWS SUPERVISOR:	Jennifer Miller
DIVISION:		PHONE NUMBER:	903-415-2591
DEPARTMENT:	Information Technology	DIRECTOR:	Robbie Trissell
BUILDING:	Library	VICE PRESIDENT/DEAN:	Gary Palkowski
CAMPUS or	Main Campus	RATE OF PAY:	\$11.00 hr
ADDRESS:		HOURS per WEEK:	19 (19 hr. Max)

HOURS: 11 am - 2pm  
PREFERRED:

JOB DUTIES:

- Assist students with submitting HelpDesk tickets and take messages for the IT dept.
- Assist with resolving HelpDesk tickets - Training provided by IT Department
- Perform general office duties, photocopies, shredding, sorting and filing, typing, etc.
- Maintain office equipment, replace toner, refill printer paper, etc
- Pickup, sort, and process mail from the mailroom daily.
- Receive/process incoming orders and paperwork, deliver packages.
- Perform basic data entry and type miscellaneous documents
- Assist with miscellaneous projects and duties as assigned

SOFTWARE: Microsoft Office, Gmail, Internal software systems (Training provided by IT Department)

SKILLS: Strong customer service skills, dependability is essential, maintain confidentiality, multi-task, proficient computer skills, detail orientated, excellent communication skills, professional & friendly attitude

SPECIAL NEEDS:

INFORMATION: To ensure adequate coverage throughout the day, work study hours are assigned by the director/supervisor. The work schedule is constructed in conjunction with the student's schedule and the hours of operation. Students are responsible for notifying their supervisors when they expect to be late or absent.

There is no formal evaluation procedure, however, worker studies are expected to:  
Follow all GC Standards of Conduct as found in the Employee handbook  
Demonstrate the Viking Values - balance, clarity, gratitude, service, teamwork & trust  
Comply with all state and federal laws and regulations related to higher education  
Maintain the confidentiality of student information and other private records  
Maintains a professional appearance and professional demeanor.  
Failure to do so will result in disciplinary action as outlined in the employee handbook.