

Information Technology - Help Desk

POSITION	Information Technology (HelpDesk) Work Study	FWS SUPERVISOR:	Jennifer Miller
DIVISION:	Academic Computing	DIRECTOR:	Robbie Trissell
DEPARTMENT:	Information Technology	VICE PRESIDENT:	Gary Paikowski
BUILDING:	Library	PHONE NUMBER:	903.415.2591
CAMPUS:	Main Campus	HOURS PREFERRED:	11am - 2pm
HOURS per WEEK:	19		

- 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

REMOTE WORK:

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: The work schedule is constructed in conjunction with 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