# JOB DESCRIPTION

# Student Worker – Information Technology

JOB TITLE: Student Worker - Information Technology

DEPARTMENT: Information Technology

REPORTS TO: Director of Information Technology

POSITION SUMMARY: Support user desktops and software applications remotely. Assist Information Technology and Operations departments by entering work orders, answering telephone, mail distribution and other clerical responsibilities.

EDUCATION AND/OR EXPERIENCE REQUIRED:

* Current RCU student who is eligible for Federal Work Study
* Cumulative 2.0 GPA

ESSENTIAL DUTIES AND RESPONSIBILITIES:

* Provide computer assistance through telephone, e-mail, and in person consultation
* Monitor Helpdesk system and provide follow-up with users
* Collect and distribute IT work orders that come in via telephone or email
* Collect and distribute incoming mail to IT and other clerical responsibilities
* Answer phone calls and emails to IT help desk
* Whenever possible, assist customer
* Provide hardware, software and network support as needed
* Provide audio/video technical support for campus events including occasional evening and weekend hours
* Assist IT staff with current projects
* Ability to function in a professional environment always keeping the customer in consideration

REQUIRED SKILLS AND ABILITIES:

* Good working knowledge of Windows and Mac OS
* Experience using Microsoft Office Suite
* Experience setting up and installing software on computer workstations
* Experience installing hardware components
* Strong oral and written communication skills
* Strong problem solving skills
* Good interpersonal and customer service skills
* Demonstrated ability to learn new concepts, including solving computer problems
* Ability to diligently follow through with tasks assigned by supervisors
* A willingness to learn new or unfamiliar skills on your own
* Comfortable working with faculty, students and staff