



STUDENT JOB OPPORTUNITY

JOB TITLE: *Help Desk Assistant*

DEPARTMENT: Information & Technology Services - ITS

CONTACT PERSON/EMAIL/PHONE #: Karen Eatherton, User Support Specialist,
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TO APPLY: Complete Application at <http://www.etown.edu/offices/its/Employment.aspx>

STUDENT JOB DESCRIPTION: Assist in daily operations of the HELPDESK including assisting students over the phone and walk-in customers. Also perform on-site visits to troubleshoot computer problems and deliver media equipment to on-campus offices, classrooms & meeting spaces.

QUALIFICATIONS:

- A broad range of knowledge in the general operations of computers.
- Ability to communicate remediation steps to users.
- Ability to work extended hours as needed.
- Ability to work weekends.
- Ability to prioritize multiple tasks in a fast-paced environment.
- Strong organizational skills and attention to detail.
- Good interpersonal skills and desire to be a team player.
- Creative problem-solving skills.
- Exceptional customer service skills.
- Excellent oral communication skills.
- Familiarity with industry terms and processes.
- Ability to use a multi-line phone system.

PHYSICAL DEMANDS

- Regularly required to remain seated in a normal position for long/extended periods of time.
- Occasionally required to stand for long/extended periods of time.
- Regularly required to move about.
- Regularly required to climb stairs.
- Regularly required to maintain balance while walking, standing, crouching, or running.
- Occasionally required to reach up and out with hands & arms.
- Regularly required to talk and hear; verbally express information or instructions.
- Regularly required to use hands to grasp objects, type, pick up objects, move objects or hold objects.
- Occasionally required to lift up to 25 pounds and carry a distance of 10 feet.

HOURS and/or HOURS PER WEEK REQUIRED: Varied and flexible, 5-15 hrs / week.

PAY RATE: \$7.45-\$7.90 / hour to start (depending on experience).

SPECIAL SKILLS NEEDED (for example—drivers license/van training, CPR, etc.):