**STUDENT JOB OPPORTUNITY**

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>Help Desk Assistant</th>
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<tbody>
<tr>
<td>DEPARTMENT</td>
<td>Information &amp; Technology Services - ITS</td>
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<tr>
<td>CONTACT PERSON/EMAIL/PHONE #</td>
<td>Karen Eatherton, User Support Specialist, <a href="mailto:eathertonk@etown.edu">eathertonk@etown.edu</a>, 361-1372.</td>
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<tr>
<td>TO APPLY</td>
<td>Complete Application at <a href="http://www.etown.edu/offices/its/Employment.aspx">http://www.etown.edu/offices/its/Employment.aspx</a></td>
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**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.):

AA/EOE