

# **DRURY UNIVERSITY JOB DESCRIPTION**

## ***Starting Immediately***

**JOB TITLE:** Help Desk Student Staff

**DEPARTMENT:** Technology Services

**DATE:** August 2017

**SCHEDULE:** Monday-Sunday, Flexible

**FLSA:** Non-Exempt

**REPORTING SUPERVISOR:** Help Desk Coordinator

**JOB FUNCTION:**

Provide Basic Help Desk Support to faculty, staff and students for Windows/Macintosh computers and other campus technical requests.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform other job-related instructions as requested by the supervisor, subject to reasonable accommodation.

	<b><i>Percentage of Time</i></b>	<b><i>Frequency</i></b>	<b><i>Description</i></b>
1.	25%	Ongoing	Assist students, faculty, and staff primarily at the Front Desk by creating help desk tickets also resolving login issues, friendly customer service and answering basic technical questions.
2.	50%	Ongoing	Assist faculty, staff and students on phone with login assistance, and help desk ticket requests.
3.	5%	Ongoing	Provide internal support for Technology Services staff by updating help desk requests and with general tasks in our office.
4.	10%	Ongoing	Connect users to campus network via wireless.
5.	5%	Ongoing	Assist users in the Olin Library with computer questions.
6.	3%	As Needed	Assist with special projects updating technical data, and other miscellaneous duties.
7.	1%	Ongoing	Help create Support Technical guides which include creating and editing documents.
8.	1%	Ongoing	Assist with technical projects in our department.

**MINIMUM KNOWLEDGE SKILLS AND ABILITIES REQUIRED:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. All job requirements listed indicate the minimum knowledge, skills, and/or ability deemed necessary to perform the job proficiently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Good attention to detail and ability to understand instructions.
2. Good Communication Skills.
3. Some experience with Customer Service.
4. An interest in learning about computer technology and resolving problems. Experience is desired but training will be provided.
5. Dependable for punctual attendance for work.
6. Able to type at a moderate rate to enter user requests in our Help Desk Software.
7. Familiar with e-mail and Internet browsers.
8. Basic Knowledge with Microsoft Office.
9. Enjoys working with the public.
10. Must be a regular, full-time day school student, enrolled in at least 12 hours per semester.
11. Must have completed a FAFSA form (Financial Aid) for the current academic year.

**WORK CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

***PHYSICAL DEMANDS:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision.