

Part-Time Job Opportunity on Campus

Help Desk Agent

This position offers a good technical job where hardware, software and networking are explored and supported giving each staff member a valuable opportunity to develop their skills and acquire essential experience towards future career goals. The position is one of a **Help Desk Agent** supporting students and staff with college computer issues. The position is structured so that staff will be placed in progressively more challenging roles ensuring that the learning process will continue.

- Duties:
- Provide technical customer support via telephone calls, e-mail, voice mail, and walk-ins for students and staff with computer problems.
 - Log and manage calls in the HEAT Help Desk database, taking care to provide as much detail as possible
 - General area maintenance both technical and esthetic
 - Practice self directed learning to develop and improve skills
 - Escalate critical problems to the proper authority
 - Offer technical and reception services in a professional and courteous manner.
 - Maintain administrative requirements pertaining to the positions

- Pre-requisites
- Enrolled in a college program with a full course load
 - Free from encumbrment
 - At least 2 favorable references

- Qualifications:
- Strong customer service and interpersonal skills
 - Good communication skills
 - Good telephone skills
 - Familiar with college infrastructure
 - Be able to work in a team environment.
 - Motivated & willing to learn
 - Good computer skills including knowledge of networking, software and hardware
 - Good trouble shooting skills

Dept./Division: Information Technology Services WC316

Hours: Between 7:30am -10pm, up to 24 hours per week

Rate of Pay: \$8.00 and up

- How to apply
- When ITS is hiring, visit the ITS Help Desk in room C316
 - Submit a current *resume* outlining your skills and experiences as they relate to this position.

(Training will be provided)