

JOB DESCRIPTION

Department: IT Services

Job Title: IT Services Student Worker

Job Summary:

We are seeking a tech-savvy and customer-oriented student to join our IT Services team as a Student Worker. In this role, you will support students, staff, and faculty at the Help Desk, while gaining valuable experience in troubleshooting and customer service. Prior experience with MS Word, PowerPoint, Excel, Moodle, and mySandburg is a plus, but not necessary.

Note: Federal work-study award is required to apply for this position. If you are unsure of your eligibility, please contact the Financial Aid Office in E101.

Description of Job Duties:

- Answer phone calls from students, staff, and faculty, log the call, and follow up to ensure the issue was resolved.
- Assist with common technology issues, such as password resets and software troubleshooting.
- Manage printers in the library, including maintenance and restocking paper and toner.
- Perform light cleaning and ensure a tidy work environment.
- Maintain dependability and punctuality for successful job performance.

Specific Experience and Skills Required:

- Knowledge of MS Word, PowerPoint, and Excel.
- Experience using Moodle and mySandburg, with online class experience a plus.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.

Licenses or Training Required:

None.

Hours Needed to Work:

10-20 hours per week, with a flexible schedule based on the needs of the IT Services department.