

Student Computer Help Desk Fall 2009 Position Announcement

The Student Computer Help Desk located in Watson Hall has the following positions available to all undergraduate and graduate students for Fall 2009.

Resident Network Assistant

Help Desk Technician Responsibilities

- Maintain scheduled hours at the Student Computer Help Desk located in Watson Hall
- Assist students with laptop issues during scheduled appointments
- Provide assistance for network configurations, virus/spyware issues, e-mail, password, and software usage
- Maintain clear records of all work performed
- Schedule In-room and Help Desk Appointments

In-Room Technician Responsibilities

- Assist students with desktop computer issues during scheduled appointments in resident rooms
- Troubleshoot network jack issues during scheduled appointments in resident rooms
- Troubleshoot/monitor wireless connections throughout the residence halls
- Maintain clear records of all work performed

Daytime Technology Assistant Responsibilities

- Perform Help Desk Technician duties prior to 4:00 pm
- Maintain supplies of toner, paper, and forms
- Assist with the development of forms and training materials
- Assist with the daily operation of the Student Computer Help Desk by reviewing work orders and scheduled appointments and preparing materials as needed
- Provide research assistance for current issues to all technicians

Technology Monitor

Responsibilities

- Daily inspection of residence hall labs, printers, laptop carts, and classroom consoles
- Replenish paper supplies and printer toner cartridges
- Verify working status of technology in the residence halls
- Provide technical support in the usage of classroom consoles
- Submit work orders for non-functioning equipment
- Maintain clear records of all work performed

Minimum Qualifications

- Must be registered for class at SRU for Fall 2009
- Must be in good academic standing
- Must be available to work a minimum 2 hour shift at a time between 1 pm and 9 pm
- Must commit to a minimum of 10 hours per week
- Must possess the ability to learn technical resolutions for network configuration issues
- Must participate in a training program prior to semester start

Compensation

- \$7.15 per hour
- Performance based incentive pay up to \$500/semester for those hired as Resident Network Assistants