



Southwestern College: Student Technical Assistant

Name of Position: Student Technical Assistant

Department: Information Services

Campus Location: SC Helpdesk

Supervisor: Chief Information Officer, Keyunte Richard

Length of Contract: Academic Year

Pay Rate: Minimum Wage plus \$.25/hr for any technical certifications attained that are applicable to the position.

Job Purpose: The Information Technology Student Worker provides frontline support to students, faculty, and staff while assisting the IT Department with daily technology operations. Responsibilities include helping with basic computer troubleshooting, software installation, laptop and equipment deployment, classroom technology setup, printer support, and responding to routine help desk requests. The student worker will also assist users with connecting to campus resources and provide excellent customer service.

Job Responsibilities:

- Acts as primary point of contact with Helpdesk customers via phone, online or at the Helpdesk counter
- Responsible for providing first line technical support to Students, Faculty and Staff for all computing and telecommunications related services
- Assist in Laptop Program distribution and buy-out processes
- Recording and updating documentation of service incidents in Issue Listing
- Perform diagnostic and troubleshooting procedures
- Hardware repair and replacement
- Software installation
- Virus removal and detection actions
- Cleaning and preparation (imaging) of returned laptops
- Other administrative duties or special projects as assigned.

Qualifications:

- Have completed CPTR 159 coursework or equivalent with supervisor approval
- Must maintain good rapport with faculty and students
- Excellent communication skills and detail oriented
- The ability to handle confidential matters and to be professional
- Ability to work well with others
- Frequent interruption of work flow
- Minimum supervision
- Ability to work between 15 – 20 hours per week



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Skill Development Areas:

- Customer Service
- Problem solving
- Multitasking
- Communication

Evaluation: The student will be evaluated by the Director of Academic Technology and the IT Tech on a per-semester basis. Evaluation will be based upon attendance, feedback from staff and faculty, and the student's growth in the skill development areas described above.