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| **Title of Position** | Help Desk Worker |
| **Department** | Information Technology Services |

**Primary Job Duties**

**Inventory No. / Job Task Details**

1.10 Respond to general inquiries (email, phone, in person), providing customer service, basic instruction and direct students/staff to appropriate personnel or resources

5.00 Assist with routine maintenance and cleaning tasks as required

6.00 Perform basic care and maintenance for interior plants

7.00 Assist students with basic tech support, referring issues outside of scope of job to service desk staff

7.01 Assist with providing network account help for students

7.02 Load paper in printers, clear basic printer jams, remove print jobs

7.03 Demonstrate the proper use of equipment (scanner/copier) to students and staff

**Qualifications**

* Current student of Fleming College
* Good understanding of network technology and ability to troubleshoot effectively
* Good verbal and written communication skills
* Good human relations and interpersonal skills
* Prior experience in a customer service environment
* Good proficiency with Microsoft Office Suite (Word, Excel, Visio, PowerPoint)
* Good organizational skills, with the ability to multi-task
* Ability to use common office equipment such as photocopiers, fax machines, etc.
* Ability to follow verbal and written instructions, seeking advice from manager/leader as required
* Ability to communicate effectively and function as a team player