**Title of Position:**  HELP Desk Worker

**Division/Department:**  Information Technology Services

**Job Duties**

* Provide specific and controlled network account help for students servicing walk-in traffic
* Load paper in printers, clear basic printer jams, select printers, demonstrate manual printing, clear individual print queues, remove print jobs
* Initiative workstation imaging process
* Refer problems outside of scope of job to Service Desk staff
* Provide computer assistance to students by walking the Learning Commons floor, being easily accessible and available for student questions
* In response to student's questions the incumbent identifies the nature of the problem and handles or refers as appropriate (the incumbent refers any questions related to new content to the faculty member(s) and any problems beyond the basic level to the Service Desk)
* Explains instructions provided in workbooks and/or provided by faculty members
* Clean all computer keyboards/monitors/tables when requested
* Demonstrate the proper use of the scanner to students and staff
* Report issues of concern to Service Desk staff

**Qualifications**

* Must be currently enrolled in a program of study and be attending scheduled class (INN and IS preferred)
* An overall average of 80% and/or a recommendation/endorsement from a faculty member
* Sound understanding of network technology and ability to troubleshoot effectively
* Sound judgement
* An interest in helping other students
* Demonstrated exceptional interpersonal and team skills

**Additional Information ie special equipment or travel**