IT Assistant

Overview:
The Student IT Assistant will make use of her/his computer and Internet skills (and enhance them) as part of the school’s Information Technology team. She/he will directly participate in the operations of the IT Help Desk.

Responsibilities:
• Answer help desk phone calls and emails
• Create support tickets in Spiceworks
• Review Spiceworks logs for any reported issues
• Help faculty and staff with any computer and audio-visual issues
• Check all printers and Xerox machines for toner needs or repairs
• Check student balances in computer lab and add money when needed
• Report any issues in dorm/lab/library
• Set up new and used computers
• Occasionally help with setup and A/V at campus events

Qualifications:
• Excellent technical skills
• Friendly and competent demeanor
• Excellent attention to detail
• Good rapport with adults and students
• Ability to produce and manage task list
• Good work ethic
• Ability to maintain confidentiality
• Familiarity with Microsoft Office applications
• Familiarity with Spiceworks and Google Apps for Education

Hours: 6-8 hours/week

Contact:
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