



Student Position Vacancy

Job Title: IT Helpdesk Student Assistant

Job Purpose:

Customer Service Representatives will field and direct phone calls, work one on one with customers to assist in technical and training needs, ensure quality service is provided to all customers, and work to troubleshoot basic technical issues

Duties and Responsibilities:

- Answer phone calls and direct / handle as appropriate
- Utilize basic troubleshooting skills to field information that will be provided to tier 2 and 3 technicians.
- Deliver, set up, and verify functionality of private workstations provided to staff and faculty and public workstations used by students.
- Follow instructions to install software used by students, staff, and faculty
- Explain Technology Services' functions, services, and resources to the community.
- Proactively seek out ways to better service our campus community as the technology services department
- Performs other duties as assigned

Required Knowledge, Skills, and Availability:

- Commitment to maintaining a professional and friendly environment
- Committed to excellence in customer service
- Commitment to strong confidentiality of important information shared by the technology services department
- Commitment to learning and mastering skills taught by the Technology Services department
- Strong oral and written communications skills
- Ability to understand rules, policies, and procedures, set by the Technology Services Department
- Ability to work within a team-environment and independently
- Ability to organize work for efficient use of time
- Ability to initiate, organize, and follow through on programs, services, and projects

Technology Services Customer Service Representatives will be expected to coordinate their schedule based on the operating hours of the IT department (Monday through Friday, 8:00 a.m. to 4:30 P.M.).

To Apply:

Please submit a cover letter and resume to Billy Buckridge at bbuckridge@paulsmiths.edu
Upon review of information you will be contacted via email to establish a time to interview

It is the policy of Paul Smith's College to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law. EOE/AA/M/F/D/V