
SERVICEDESK - STUDENT DORMTECH

PURPOSE OF POSITION:

Maintains residential computer lab and infoXpress stations in corresponding residence hall

REPORTS TO:

- DormTech Supervisor

MAJOR DUTIES AND RESPONSIBILITIES:

- Maintain computer lab and infoXpress stations' functionality.
- Clean the lab and infoXpress areas through garbage cleanup, dusting, and wiping down monitors and computers.
- Keep computer software working optimally.
- Remove all unauthorized software if needed.
- Keep computer hardware working including problem diagnosis and contacting the HelpDesk to open a trouble ticket, if needed.
- Check your lab daily and fix machines quickly.
- Respond to email promptly and effectively.
- Make sure all appropriate signs are up, visible, and not vandalized as well as updating or adding new signs as occasion arise.
- Maintain and take inventory of paper and printer consumables.
- Attend meetings with DormTech supervisor when requested.
- Complete weekly Dorm Lab Reports.
- First point of contact to the HelpDesk for any technology-related incidents

WAGES:

Minimum Wage – Enter time card through Portal

QUALIFICATIONS:

- Must have solid knowledge of basic computing with Windows.
- Must be quick to respond to any and all communication.
- Ability to work with staff and students in resolving problems in person.
- Ability to work independently with little supervision.
- Ability to know when to escalate a situation to the next level of support.
- Ability to work within a team structure.
- Ability to follow direction given by supervisor.
- Self-motivated, highly responsible.
- Desire to pursue continuous development in technical and personal skills.
- Must be willing and able to check the lab every day.