PURPOSE OF POSITION

The Information Technology Center (ITC) is the largest computer/learning resource area on campus, located on the first floor of Hekman Library.

Information Technology Center Lab Attendants are responsible for maintaining an organized and welcoming space in the ITC, as well as performing receptionist responsibilities in the ITC space and acting as a first point of contact for the Calvin Information Technology offices. ITC Lab Attendants may frequently be called upon to answer basic questions and direct visitors to proper areas.

QUALIFICATIONS

- A customer service oriented attitude and excellent people skills
- Ability to teach, assist and work with students and faculty and coworkers
- Strong communication and teamwork skills
- Basic knowledge of Mac and Windows operating systems
- Knowledge of basic software and services provided and supported by CIT
- Must possess the ability to adapt to change
- Willingness to pursue continuous development in technical and personal skills
- Ability to work independently with minimal supervision

MAJOR DUTIES AND RESPONSIBILITIES

- Maintain professional appearance and environment in ITC spaces
- Greet users promptly and courteously
- Answer common service and policy questions
- Maintain the cleanliness of the front desk, computer equipment, ITC furniture, and other lab spaces
- Conduct lab sweeps to ensure the smooth operation of the lab
- Assist ITC users by providing basic technical support and escalating problems to the HelpDesk when necessary
- Participate in extra training and meetings when requested
- Facilitate a positive environment

WAGES:

Student wage rate level I