

Job Title: Technology Integration Deployment Assistant III
Department: Calvin Information Technology, Technology Integration Services Team
Reports to: Technology Integration Specialists and Assistant Director of Technology Integration Services

Purpose of Position:

To assist the Technology Integration Services (TIS) Team of the Calvin Information Technology Department with configuring, installing and supporting desktop computer hardware and software.

Classification/Benefits:

Student wage rate level III

Wage Scale: minimum \$8.51, maximum \$10.00

Essential Duties and Responsibilities:

1. Assist in receiving boxed computer equipment and transporting to storage areas.
2. Prepare (stage) desktop computer hardware for installation, ensuring standardization of hardware and software.
3. Install and test software on individual computers.
4. Install desktop computer systems and peripherals in user's on-campus office.
5. Remove user's old desktop computer equipment and store appropriately.
6. Support users during initial phase of hardware and software use.
7. Assist with inventory tracking.
8. May be required to lead and direct other student employees.
9. Other duties as assigned.

Qualifications:

1. Extensive knowledge of desktop computer hardware and software, including Macs and PCs.
2. Experience installing computer hardware and software required.
3. Excellent oral, written, and listening communication skills as well as interpersonal skills.
4. Teacher attributes, including patience and enthusiasm.
5. Demonstrated project management skills.
6. Ability to follow verbal and written instructions.
7. Ability to create written documentation and procedures.
8. Ability to work in a professional manner without direct supervision.
9. Demonstrated high level of trust in handling sensitive information.
10. Ability to complete assigned tasks on schedule.
11. Advanced ability to troubleshoot and solve computer problems.
12. Ability to lift 40 pounds.