

## Student Worker – Lab Assistant Job Description - \$14/hour

OIT Help Desk Student Assistants report to the Campus Technology Support group within IT.

The Office of Information Technology is seeking customer service oriented student workers to help meet on-campus/in-lab technology needs and assist in maintenance of computer lab functions.

\*\*\*\*Students from diverse backgrounds and languages are encouraged to apply\*\*\*\*

### **Duties include:**

- Provide quality customer support to all users on campus, over the phone and or face-to-face
- Communicate technical information to non-technical customers, verbally and in writing
- Troubleshoot and provide solutions for a wide range of computing and user support issues, both for campus- and customer-owned systems
- Position requires some heavy lifting up to 40 lbs and manual labor
- Perform other duties as assigned
- Ability to work up to 15 hours/week (Cambridge/Coon Rapids) and 20 hours (Anoka Technical College)
- The student can make his/her schedule between hours of 8:00am – 10:00pm

### **Successful Student Worker – Lab Assistant will learn how to support the following:**

- Basic technical knowledge of Windows and Mac operating systems and applications
- Basic knowledge of Microsoft Office, particularly Outlook, Word, Excel and PowerPoint
- Knowledge of available campus software

### **Ideal Qualifications:**

- Strong verbal and written communication skills
- Curiosity and effective troubleshooting skills
- Fast learner and self-starter willing to research problems independently
- Customer service and/or tech support experience preferred, but not required
- Eligible for student employment with IT

*Technology-skills can be taught. Desire to serve your college community, curiosity, and willingness to learn are highly desirable. We welcome all interested students to apply.*