Technology Assistance Center – Help Desk

Job Description: Help Desk Worker- Student workers needed for staffing the Technology Assistance Center help desk in DeRicci 104B. Applicant must have customer service experience, and know the basics of utilizing technology. The applicant must be able to be trusted with personal information, trust and professionalism are key attributes to this position. This position is for summer 2015, with the possibility of continuing into the next school year. The job requires a minimum availability of 15 hours per week.

Responsibilities Include:

A. Customer service  
B. Answering the Help Desk phone  
C. ID card creation  
D. Helping manage/create requests in the Help Request system  
E. Basic knowledge of major operating systems  
F. Maintaining printer supplies  
G. Provide phone support when applicable  
H. Assist full-time techs  
I. Completing various forms  
J. Dubbing from VHS to DVD

Skills Needed:

Applicant must be very personable with the willingness to help others. Applicant must also have a pleasant personality and the ability to relate to many types of people. It is important to have the ability to uphold their personality through the phone to assist the user on the other end. Strong phone skills are a necessity for this position. The applicant must also be responsible, with the willingness to help in any situation. It is always important to carry out all work with the utmost professionalism.

To Apply:  
http://my.edgewood.edu/sites/services/HRE/sefs/cjfs/Lists/Technology%20Assistance%20Center%20%20Help%20Desk/overview.aspx