Technology Assistance Center – Student Technology Specialist

Job Description: Student Technology Specialist – Student worker position at Technology Assistance Center service desk in DeRicci 104. Must have customer service experience, and know the basics of utilizing technology. The student worker must be able to be trusted with personal information, trust, and professionalism are key attributes to this position. This position is a year-round position with opportunities for working over summer and break periods as well. The job requires a minimum availability of 15 hours per week.

Responsibilities Include:

A. Outstanding customer service
B. Identify and troubleshoot technology issues
C. Answering the service desk phone
D. Provide technical phone support when applicable
E. Prioritize and escalate service requests and incidents
F. Update/create support requests in the service management system
G. Basic knowledge of major operating systems
H. Completing various forms
I. ID card creation
J. Dubbing from VHS to DVD
K. Lamination
L. Other tasks as delegated by Technology Assistance Center technicians

Skills Needed:

Applicant must be very personable with the wiliness 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 customer on the other end. Strong phone and customer service 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 navigate to the following url then click Respond to this Survey:
http://my.edgewood.edu/sites/services/HRE/sefs/cjfs/Lists/Technology%20Assistance%20Center%20Help%20Desk/overview.aspx