Job Title	HELP DESK ASSISTANT
Department	INFORMATION TECHNOLOGY
Reports To	DIRECTOR OF INFORMATION TECHNOLOGY

EMPLOYMENT TERMS:
Part-Time – Houry

QUALIFICATIONS:

Education	High School Diploma or equivalent.
Experience	A minimum of two-years paid work experience within the last five years. Previous customer service, call center, or help desk experience preferred.
Required Skills	Good interpersonal skills and the ability to work well with others. Effective communication skills. Good problem solving skills. Working knowledge of common operating systems (Windows 7, 8, and 10) and software applications (Microsoft Office Suite).
Desirable Skills	Familiarity with troubleshooting common PC hardware problems. Ability to work responsibly with or without direct supervision.
Work Environment	Handle constantly changing flow of traffic. Be able to prioritize multiple assignments. Exercise patience and professionalism at all times. Work a flexible schedule including evening and weekend assignments.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Stand, walk, and sit for extended periods of time. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components. Lift and/or move up to 50 pounds. May require use of portable or folding ladders 3 – to 20 – feet in height.

PRIMARY DUTIES:

1. Provide end user support and customer service.
2. Respond to questions from callers and walk-ins providing general information and helping to resolve issues with technology in offices and computer labs.
3. Learn fundamental operations of commonly used software, hardware, and other equipment.
4. Follow standard Help Desk operating procedures; accurately log all Help Desk contacts using call tracking software.
5. Monitor Help-Desk work orders, providing support and resolution.
6. Direct calls or work orders to appropriate staff as necessary.
7. Comply with a strict schedule of arrival and departure for assigned duties.
8. Maintain professional discipline and decorum in the Help Desk and lab areas.
9. Assist users with minor problems in media-equipped classrooms.

10. Accept general responsibility for the computer lab and ensure that it is ready for use; stock paper and toner in printers, push in chairs, restart frozen computers, etc.
11. Enforce all Computer Lab policies.
12. Attend all Help Desk training sessions.
13. Become familiar with available help resources, policies, services and staff; stay updated on campus technology changes or problems.
14. Provide administrative support assistance for equipment and supply orders.
15. Maintain department inventory.
16. Assist with identifying inventory surplus and electronic scrap.
17. Other duties as assigned by the IT Director.

APPLICATION DEADLINE: Until filled

Applications are submitted **on-line only** at www.augustatech.edu.

TRANSCRIPT REQUIREMENTS

Applications for this position are reviewed upon receiving all official transcripts. **Official transcripts** must be mailed directly from the educational institution to the Human Resources Office, 3200 Augusta Tech Drive, Augusta, GA 30906 or electronically to srouse@augustatech.edu.

PRE-EMPLOYMENT SCREENING

Pre-Employment background checks are required. *(Conducted by Augusta Technical College)*

CONTACT

Shirley Rouse, Pre Employment Manager at (706) 771-4026 or srouse@augustatech.edu

SALARY

Negotiable

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