

Extra Help – Helpdesk Information Technology Services

\$11.00 per hour

19 hours per week during Fall/Spring semesters, 40 hours per week during breaks

Applications will be accepted until the position is filled. Apply in Human Resources, Womack 209.

Job Summary

The Helpdesk Extra Help worker works under general supervision and is responsible for support of electronic computer and peripheral equipment for employees and students. This position is governed by standard procedures and institution policy.

Examples of Work

1. Support
 - Function as lead Helpdesk worker assisting and training student helpdesk workers.
 - Tier One support with assistance to students, faculty, and staff with problems related to telephones and computers.
 - Communicate by phone and email with technical support to diagnose problems and arrange for the repair of malfunctioned hardware.
 - Tier two support for employees and students.
 - Upkeep of service ticketing system for dispatch and logging of calls/emails.
 - Perform computer orientation for students (i.e. Heart Start and Henderson Seminar) and new employees (beginning of semester).

2. Secondary examples of work as time permits.
 - PC – Remote setup of new Desktop, Laptop, & Tablet Computers. Configure all settings for users and administrators.
 - Research various problems including, but not limited to viruses, and software compatibility.
 - Printers – Remotely install, configure, and troubleshoot printers; both local and network type
 - Assists other technicians with specialized job requirements
 - Prepare written and typed reports including work completed and updating progress.
 - Performs related responsibilities as required or assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of electronic equipment including applications. Ability to analyze information and evaluate results, to choose the best solution and solve problems. Ability to enter, record, store, or maintain information in written or electronic form.

Working Relationships

The Helpdesk Extra Help worker has frequent contact with other technicians, users and programmers.

Special Job Dimensions

Occasional work may be required after hours.

Minimum Qualifications

The formal education equivalent of a high school degree.

Please Note

The applicant selected for this position will be required to submit to a background screening, including criminal background check, substance abuse testing, and financial records check.

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