

FWS Student Technical Assistant

Job Summary:

Provide basic clerical, office, and technical support functions. Use of specific software and equipment which may include computers, printers, switchboards, phone systems, and radios. Provides Customer Service and the ability to assist with technical support when needed. This position is looking for a detail-oriented and reliable Federal Work Study Student to supplement department operations.

Essential Functions:

- Receives technical requests by phone, email, or in-person and documents user contact
- Provides first point of assistance to students, faculty, staff and administrators requiring technical support
- Initiates work orders to the appropriate Information Services staff
- Assists Systems Technicians in installing computer equipment

Knowledge of:

- Customer service methods, techniques and etiquette
- Standard software and computer applications
- Operations and functions of a help desk, including help desk software uses and functionalities.

Skills:

- Communicating clearly and effectively both orally and in writing
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Obtaining accurate and complete information from customers, in person, via email, and by telephone
- Providing technical assistance for customers on computers
- Maintaining up to date technical support skills
- Analyzing problems, evaluating alternatives and making sound recommendations