



## Student Employee Job Description

<b>Position Title</b>	<b>Helpdesk Technician</b>		
<b>Date Updated</b>	7/9/21		
<b>Dept Name</b>	IT	<b>Dept #</b>	634
<b>Contact</b>	IT Services Manager		<b>Email</b> <a href="mailto:melissahundley@multnomah.edu">melissahundley@multnomah.edu</a>
<b>Weekly Hours</b>	Available shifts: Monday through Thursday 8am-6:15pm; Friday 8am-5pm		
<b>Primary Physical Working Conditions</b>	Reception Desk	<b>Primary Location</b>	Portland Campus
<b>Position Summary</b>	To provide timely, quality IT & media Helpdesk support to Multnomah's Faculty, Staff, and Students.		
<b>Responsibilities</b>			
Troubleshoot and resolve hardware and software problems, and media/classroom related issues as they arise			
Provide basic training for faculty, staff as needed for IT or media related topics			
Provide helpful and friendly phone and walk-up window support			
Attend to the helpdesk ticket queue, user administration, security, hardware management and other IT related projects			
Trouble shoot Windows and Apple-based laptops, mobile devices, and printers			
Create and maintain departmental documentation as necessary			
Setup and deploy new desktops, laptops, and mobile devices			
Print and program new and existing ID cards and fobs			
Help keep the Helpdesk area neat and tidy			
<b>Skills and Experiences gained from this position</b>			
Customer Service			
Utilizing a ticketing system for customer follow-up and tracking			
Use online resources to search and find solutions			
Collaboration with co-workers to solve problems			
<b>Qualifications</b>			
Must have understanding of hardware and software components involved with computers			
Customer service experience			
Basic computer security standards			
Microsoft software installation and troubleshooting			
Experience with MAC OSX preferred but not required			
<b>General Expectations for all Student Employees</b>			
Communicate well with co-workers			
Have good customer service			
Follow through on tasks and details			
Communicate with Supervisor			
Manage time and prioritize while at work			
Be on-time to work			
<b>Eligibility / Restrictions</b>			
Student Employees cannot exceed 20 hours / week while classes are in session and 40 hours / week during class breaks			
Must be enrolled at least half-time to be eligible for this position			
<b>Apply</b>			

[Online Application](#)

**Contact** IT Services Manager

**Email** [melissahundley@multnomah.edu](mailto:melissahundley@multnomah.edu)