



Student Employee Job Description

Position Title	Helpdesk Technician		
Date Updated	1/17/23		
Dept Name	IT	Dept #	634
Contact	IT Services Manager	Email	tbowers@multnomah.edu
Weekly Hours	Available shifts: Monday through Thursday 8am-6:15pm; Friday 8am-5pm		
Primary Physical Working Conditions	Reception Desk	Primary Location	Portland Campus
Position Summary	To provide timely, quality IT & media Helpdesk support to Multnomah's Faculty, Staff, and Students.		

Responsibilities

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

Skills and Experiences gained from this position

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

Qualifications

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

General Expectations for all Student Employees

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

Eligibility / Restrictions

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

Apply

[Online Application](#)

Contact IT Services Manager

Email tbowers@multnomah.edu