

Apply to work at the TechDesk!

The Job

The TechDesk is the first contact point for Augsburg students with technology-related questions or problems. As a staff member, you'll assist students in-person, on the phone, and via email with a broad variety of technical topics. Student employment in I.T. is not only fun and rewarding, but also provides access to the latest technology the College has to offer. The valuable experience gained by working in I.T. can be a great resume builder, whatever your major may be!

Please review the complete job description (included on the next page) before submitting your application.

Submitting your Application

To apply for this position, please submit a **resume**, your answers to the **supplemental questions**, and contact information for **two references** as Word or PDF attachments to hoisingt@augsborg.edu. Be sure to include your contact information and your Augsburg class status on your resume. You may address materials to Daniel Hoisington, Manager of Help Desk Operations & Student Support.

Supplemental Questions

- 1) What interests you about this position?
- 2) One key area of this position is providing customer service. Describe your experience providing service to others, either in a job, a volunteer opportunity, or your personal life. What three actions or ideas do you think are the most important elements of providing a positive service experience for the person you are assisting? Why?
- 3) The other key area of this position is the ability to help others with technical issues. In each of the following technical areas, please describe your training, experience and preferences with the topic described. If you do not have experience with a particular topic, please answer "No experience" and move on to the next topic.
 - *Operating Systems* (Windows Vista/XP/2000/Me/98, Mac OS X, Mac OS 9, Linux)
 - *Microsoft Office Suite* (Microsoft Word, Excel, PowerPoint, Access, Publisher, Outlook)
 - *Multimedia Applications* (Adobe Photoshop, Photoshop Elements, InDesign, Illustrator, Macromedia Dreamweaver, iMovie, iDVD, Nero, Toast, etc.)
 - *AntiVirus and Spyware Protection Applications* (Spybot Search & Destroy, Lavasoft Ad-Aware, Norton AntiVirus, McAfee VirusScan, Windows Defender, etc.)
 - *Web browsers* (Firefox, Internet Explorer, Safari, etc.)
 - *Printers* (Both personal and network printers)
 - *Network environment* (Novell, LANs, TCP/IP, etc.)
 - *Wireless* (access points, cards, clients, etc.)
 - *Classroom technology* (Data projectors, overhead projectors, audio-visual systems, etc.)
- 4) To keep the desk continuously staffed, we need to take into account people's vacations. Please list dates during that time that you will be unavailable to work (family vacations, trips, OL orientations, other commitments, days you would need off). If you're not sure about certain dates, mention that as it will still be helpful in planning.

Job Description – TechDesk Consultant (Spring 2009)

The TechDesk is a central point of contact for students with technology-related questions or problems. As such, it is also the public face of the Information Technology department for students.

TechDesk Consultants work under the supervision of the Manager of Help Desk Operations and Student Support, but also work during evening and weekend shifts that are not directly supervised.

Responsibilities:

- Answer the TechDesk telephone and provide general information and technical support to callers. Follow defined procedures for escalating calls when necessary.
- Answer the Classroom Services phone and follow defined procedures for recording requests and dispatching Classroom Services staff as needed.
- Provide general information and technical support to students who walk-up to the TechDesk or are referred by the Learning Commons staff. Follow defined procedures for escalating issues when necessary.
- Check and respond to e-mail messages sent to the general desk e-mail address.
- Call, e-mail, or meet with students to follow up on previously reported problems, researching the issue where necessary.
- Meet with students to provide tutorials or training on specific software programs.
- Ensure AugNet security by strictly managing confidential student account information and resetting passwords as needed.
- Maintain security of the TechDesk office space by following defined procedures.
- Notify supervisor, IT Director, or Librarian on duty of mission-critical/emergency situations.
- Perform other tasks related to the operation of the TechDesk and IT department, as assigned by supervisor.

Areas covered by “technical support” include (but are not limited to) the following:

- Assisting students with “how-to” questions regarding software, scanners, and other technology.
- Assisting students with connections to the campus networks (wired, wireless, and residential).
- Assisting students with using Augsburg printers and other technology resources.
- Assisting students with basic telephone issues in the residence halls.
- Troubleshooting problems with AugNet accounts and Augsburg online services.
- Troubleshooting virus and spyware problems on student-owned computers.

Requirements:

Excellent communication skills

Excellent customer service skills

Technical skills to support technical areas outlined above.

Punctuality and reliability

Staff member’s AugNet account must be in good standing.

Pay:

During first semester/summer of employment, standard student rate as set by HR. After the first semester, pay follows technical range as set by HR.

Policies:

Advance notice must be given for time off due to illness or constraints of the academic and co-curricular schedule.

Studying is permitted during evening and weekend shifts once job-related duties have been completed, provided that service to callers and visitors is not degraded. This position requires the student to sign a special agreement regarding the administration of student passwords and confidential account information. Position will be suspended or terminated upon restriction or revocation of AugNet account privileges.