Position Title: IT Assistant - Class Two
Hourly Rate: $7.50
Department: Information Technology
Supervisor: Scott Murphy
Work Location: Mayer Hall or Library
Account Number: 01-63627-00000-00000-xxxxx

Do multiple individuals hold this position at one time? ☒ Yes ☐ No

Number of positions available: 10 - 20

Work Schedule
A student in this position can expect to work 2 - 4 hours per day, 5 - 10 hours per week.
The student will work ☐ Monday thru Friday ☐ Saturday ☐ Sunday ☒ any day of the week.

Hours are available during the following times of the day: 8 a.m. - 4:30 p.m. in Mayer Hall; 4:00 p.m. - 1 a.m. (2 a.m. during exams) in Library.

Department/Position Overview
The Information Technology department provides technical support for hardware and software in faculty and staff offices, computer labs, classrooms and other public spaces. The IT Assistant student positions play a crucial support role in responding to student, faculty, staff and guest requests and working with other Information Technology and Library staff in completing various technology-related projects. IT Assistants work in Mayer Hall, the Library or both locations.

More Detailed Information Available
http://www.beloit.edu/isr/it

Description of Duties and Tasks
☒ Interact with and convey a positive attitude to visitors and the campus community in person or by phone
☒ Conform to an established work schedule; reliably work set hours as assigned
☒ Perform clerical duties in support of the department, i.e. data entry, filing, copying, mailings, etc.
☒ Maintain the confidentiality of departmental/employee/student information
☒ Run errands on and/or off campus, including campus mail pick-up and delivery
☒ Perform light cleaning, departmental organization, and upkeep as required
☒ Work efficiently and accurately without immediate supervision
☒ Providing IT Support in Mayer and/or in the library and answering technical questions from students, faculty, staff and guests by phone, email, chat sessions and in person; recording information in the ticket tracking software.
Completing technical tasks such as computer imaging & repair, multimedia services, installation of anti-virus software, configuring devices to connect to the wireless network & other troubleshooting tasks related to the college's network & equipment.

Assisting with and ensuring the timely completion of various IT projects. This includes but is not limited to projects in the IT office, the Library, other faculty and staff offices, computers labs and classrooms.

Providing instructions on how to use both hardware and software technology to individuals and groups.

**Required Training and Skills**

- Ability to communicate in a concise and effective manner, both verbally and in writing
- Detail oriented with strong organizational skills
- Familiarity with specific computer software, listed here: Google Apps, Moodle, Microsoft Office, Mac OS, Windows OS, Symantec Antivirus
- Familiarity with specific equipment, listed here: Computer equipment and peripherals, networking equipment, multimedia equipment
- Completion of coursework or training, prior experience, and/or specific certifications, listed here: Students will be trained by IT staff.
- Ability to resolve common problems with computer networks and equipment, good troubleshooting skills and ability to find answers to technical questions.
- Must be able to lift up to 50 lbs. occasionally and push/pull carts loaded with equipment over flat surfaces and moderate inclines/declines.