



Technical Support Representative

Information Technology Services

Fall 2021 & Spring 2022

Summary: ITS is seeking hard-working, professional students with a love of technology to join our Technology Help Desk team. Previous work experience not required! From solving software problems over the phone to providing top-notch on-site assistance, this team is the first level of technology support for the campus community. This position's duties include all aspects of end user computer maintenance (both hardware and software), such as set-up and configuration of new devices, installation of programs, and the troubleshooting of network problems. The support representative should exercise judgement and creativity in selecting and applying procedures correctly and determining when to refer problems to the supervisor or next level of support.

Duties/Responsibilities:

- Respond to questions and requests for help related to Windows / Mac computers and related peripherals in a friendly, courteous, professional manner.
- Provide support for the campus community in the use of college-standard applications
- Handle all aspects of problem resolution from diagnosis, through troubleshooting, to resolution documentation
- Assist in creating and maintaining ITS instructional documents to be used by the Occidental Community.
- Document problems, solutions, requests, and tasks in the ITS Support issue-tracking system
- Provide assistance in organizing and maintaining computer inventory, storage, and work areas
- Mentor and train other tech support representatives
- Physical delivery of equipment across campus
- Other duties as assigned
- Assist Media Services group with Audio & Video equipment issues and deliveries. You will cross trained for Audio and Video devices troubleshooting

Qualifications:

- Must be able to interact with faculty, staff, and students in a friendly, courteous, and professional manner in person, over the phone, messaging, and via email
- Excellent verbal and written communication skills
- Good understanding of current Windows and/or Mac operating systems, office applications, and web browsers
- Basic understanding of mobile devices and applications
- Basic understanding of computer hardware components
- Willingness to learn and adapt to different technologies and procedures
- Designated Driver approval from Facilities preferred to allow use of electric carts
- Basic mechanical aptitude and familiarity with simple hand tools

Desired Traits

- A driver's licence to obtain the Designated Driver approval
- Great customer service skills and a genuinely helpful demeanor.
- Advance understanding of computer and mobile hardware components

Start date: August 22, 2021

End date: May 2, 2022

Work Schedule: Business Hours: Monday through Friday, 8am to 5pm

Hours Per Week: 5-8 hours week

Starting pay rate: \$15.00 hour

To apply, please submit student employment [application](#) to rodriguezj@oxy.edu

