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**JOB DESCRIPTION**

**Position Title:** IT Student Help Desk Associate

**Position Reports to:** Instructional Technology Administrator & Client Services Manager

**Hiring Manager Contact: Lee Norris -** [**lee.norris@salem.edu**](mailto:lee.norris@salem.edu)

**$15 per hour for up to 8 hour per week for a maximum of 10 weeks per semester**

**Summary of Position:**

The IT Student Help Desk Associate reports directly to the Instructional Technology Administrator & Client Services Manager. This position assists customers with common tools such as computers, projectors, online learning software, email, and calendar applications. The student associate is responsible for providing customer service to users both on and off-campus. This position collaborates with other Help Desk and Technology Services staff to resolve customer issues and ensure quality support.

##### **Essential Duties and Responsibilities:**

* Assist with classroom, office, and learning technologies
* Communicate effectively with faculty, staff, and other students via phone, email, ticketing system, chat, and in-person
* Work as part of a team within Technology Services
* Plan, organize and prioritize work during simultaneous projects
* Assist the Instructional Technology Administrator with developing training materials for faculty, staff, and/or students
* Help keep Technology Services and other technology spaces clean and organized

##### **Qualifications and Skills:**

* Current Salem College Student (*Note: You do NOT need to be eligible for work study*)
* No formal technology experience is required - we will train you!
* Excellent customer service and verbal and written communication skills
* Dependability and reliability
* Attention to detail
* Inquisitive attitude and a desire to learn new things
* Friendliness and approachability
* Enthusiastic and patient person who can handle a variety of different situations and users

**Availability**:

* Must be willing to work up to 10 hours per week. **Your hours will fall between 8:30am-8:00pm. You MUST be available between 5:00pm-8:00pm at least one (1) day per week.**
* Ability to work the same shifts throughout the semester

**Wage**:

$15/hour

**Length of Employment:**

Date of Hire - December 2024 (renewable upon evaluation and need)