



<b>Position Title</b>	<b>Helpdesk Technician</b>		
<b>Date Updated</b>	5/1/19		
<b>Dept Name</b>	IT	<b>Dept #</b>	634
<b>Contact</b>	Assistant Director of Information Technology		<b>Email</b> <a href="mailto:mspears@multnomah.edu">mspears@multnomah.edu</a>
<b>Weekly Hours</b>	Available shifts: Monday through Thursday 8am-6:15pm; Friday 8am-5pm		
<b>Primary Physical Working Conditions</b>	Reception Desk	<b>Primary Location</b>	Portland Campus
<b>Position Summary</b>	Identify, troubleshoot and solve hardware and software problems		

**Responsibilities**

Troubleshoot and resolve hardware and software problems
Provide basic training for faculty, staff in operating computers and apps
Provide helpful and friendly phone and walk-up window support
Install new and update existing software
Document troubleshooting efforts and solutions and maintain tickets on troubleshooting efforts
Provide proactive stewardship of University IT resources
Setup and deploy new desktops, laptops, and mobile devices
Print and program new and existing ID cards

**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** Assistant Director of Information Technology

**Email** [mspears@multnomah.edu](mailto:mspears@multnomah.edu)