JOB DESCRIPTION FORM

Position: Lab/Help Desk Assistant

Department: STC/ITS

Supervisor: Bill Dwyer

Pay Range: $8.50 - $9.00

Description:

The STC Lab/Help Desk assistant is responsible for the care of the STC Computer Labs during evening and weekend hours.

The lab assistant is responsible for maintaining the labs in a clean and orderly fashion. This includes basic cleaning operations of equipment and light housekeeping of labs.

Basic knowledge of Windows, MS Office suite and Moodle is required in order to assist students if necessary who might have problems with these applications. Candidates must be able to explain login procedures for users, and be able to help in basic troubleshooting of login issues. They will be expected to help with basic printing problems and lab computer problems.

Additional duties include maintaining the lab printers, changing ink cartridges, maintaining the paper supply in the printers, and aiding faculty and staff when the labs are being used as classrooms. Locking and unlocking rooms. They will open and close the Technology Center on occasion. They may be required to answer the Help Desk Hotline (7777 number) during evenings and weekend hours. They will assist the evening supervisor in repairing and or updating computers.

This position requires evening and week-end hours.