

**Work Study Job Description**  
University of Montana Western  
710 S Atlantic St. Dillon MT 59725

**Department:** ITS

**Department Head:** Melvin Ewing

**Classification/Position:** ITS Help Desk

**Student's Supervisor:** Luke Schuler

**Office/Location:** STC103

**Email Address:** mel.ewing@umwestern.edu

**Phone:** 406-683-7146

**Qualifications for the position & the specific qualifications for the various levels/rates of pay associated with the position (if multiple pay rates & above minimum wage of \$9.95/hour):**

**Pay Rate:** \$13 per hour.

Good understanding of computer operations, configuration and setup with a knowledge of Windows and good computer troubleshooting skills. A knowledge of Apple OS, networking and other technical knowledge is a plus. Good communication skills a must.

**Purpose/Role of the position:**

To answer helpdesk phone calls and emails to help diagnose and troubleshoot computer and technology problems for Students, Faculty and Staff. This may include fixing printing issues, networking problems, software installations and any other ITS helpdesk calls.

**Duties/Responsibilities of the position & how they relate to the purpose/goal:**

Duties include:

Answer emails and phone calls and fixing technical problems when possible and engaging level two support technicians as needed.

Checking in and out various technology items from the ITS help desk.

**The Financial Aid Office will submit evaluations to each department prior to the end of each semester.**