Student Computer Center Customer Service Assistant

Position Description

Monitor Student Computer Center. Offer software assistance to users of the Center; give out requested documentation to users; evaluate and report equipment problems. Replace paper in printers. Maintain the SCC in a clean, orderly manner which will entail cleaning tabletops, computer screens, computer tower, keyboards, and mice. On the job training is provided. Homework is a privilege and can only be done when lab is not busy and you have completed required tasks.

Reports To

This position reports to the ITS-User Services Student Manager

Pay

Pay starts at $7.25/hr with opportunities for raises and advancement in the ITS User Services organization.

Characteristic Duties

- Greet and assist patrons of the ITS Student Computer Centers with questions, problems, and concerns
- Keep lab printers functional by clearing paper jams as they arise, restocking toner and paper, and reporting other issues to central support office
- Monitor the lab and report missing or broken equipment
- Clean computer lab workstations to maintain desirable working conditions within our facilities

Required Qualifications

- Punctual and reliable.
- Good interpersonal skills.
- Good communication skills.
- Basic PC and PC printer operation knowledge preferred.
- Basic word processing knowledge preferred.

Desired Qualifications

- Customer service experience preferred.