Job Title: IT Student Assistant Tier I
Employment Status: Part-Time/Student Worker
Availability: Mon-Fri 5pm - 10pm, Sat-Sun 10am-6pm
Salary: Starting at $14.00 per hour
Important Information: This position is only available to PAU students.
Supervision Received: Supervision is received from the IT Administrator, Facilities Supervisor, and CIO

## Job Description

Our Help Desk/Facilities Support personnel provide excellent customer service and first-level technical support to the Palo Alto University community. We provide support and assistance through our call center, e-mail system, and Service Desk.
Job Duties

- Responsible for the first response in answering, commenting and replying to new/open requests in the Help Desk ticket queue.
- Filters Help Desk calls and provides basic support and troubleshooting, such as password resets, printer configurations, break/fix instructions, ticket routing and escalation to appropriate staff members.
- Gathers and analyzes information about the user's issue and determines the best way to resolve their problem.
- Work requires basic knowledge of computers systems and ability to follow directions and use best judgment.
- Ensure the campus is safe for students, staff, and faculty
- Reports damages and unsafe practices to supervisor.
- Assist PAU community members to their cars when requested.
- Maintain professional appearance of Palo Alto University's public areas including conference rooms, classrooms and hallways.
- Assist with mailroom operations
- Assist in day-to-day activities taking place at Palo Alto University, including setup and breakdown of event space
- Represent the Department of Information Technology and Department of Facilities in a professional manner at all times

## What We Can Offer You

- Flexible hours to accommodate your course schedule
- Very useful applied computing skills
- Valuable customer service experience
- The ability to help people and feel good about doing so!
- A fun work environment

## Required Qualifications

- Strong aptitude and willingness to learn computer operating systems, both OS X and Windows.
- Troubleshooting abilities: learning and understanding a problem, researching and implementing the solution.
- Ability to read computer instruction manuals and comprehend directions to remedy minor computer equipment malfunctions.
- Organizational skills for the following tasks: updating asset inventory sheet, filing purchase orders, assigning asset tags to hardware, assisting in inventory audits.

- Ability to communicate problems with supervisor, as they become known.
- Provide excellent customer service to all PAU constituents.
- Must maintain confidentiality and adhere to code of ethics
- Must be able to push, pull and lift up to 40lbs.

To apply for this position please submit resume and a brief cover letter to David Leavitt, Chief Information Officer, at dleavitt@paloaltou.edu