MSU: IT Service Desk Technician

**Position Type:** Student Assistant

**Department Name:** Information Technology, University Hall, 5th Floor

**Supervisor’s Name:** Summer Jones

**Days Needed:** Mon. – Thurs. 7 a.m. – midnight; Friday 7 a.m. – midnight; Saturday 8 a.m. – 9 p.m.; Sunday noon - midnight

**Hours per week:** 20

**Number of Positions Available:** Several

**Start Date:** 1/19/2016  
**Close Date:** 5/31/2016

**Job Description:**
Service Desk Student Technicians must be students as of, and during, the 2015-2016 academic year. As a Service Desk Student Technician you should have the ability to provide professional customer service support as well as exhibit technical knowledge over the phone and in person.

**Primary Responsibilities:**

- Provide Mac and PC technical support for faculty, staff and students by email, phone support, remote support, live chat and walk in support in a timely manner
- Utilize Service desk tracking software to create, update, escalate and close resolved incidents for all phone, email and in person requests, questions or problems
- Maintain organized notes and troubleshooting steps in all tickets
- Consistently answer the IT Service Desk phones and escalate calls as needed via the Ticket Tracking Software
- Responsible for keeping up-to-date on the latest documentation, procedures and policies for the Division of Information Technology
- Responsible for following the emergency escalation protocol for system wide outages
- Responsible for following the proper procedure for loaning out equipment and software
- Must be able to attend a bi-weekly mandatory meetings and annual Orientation program
- Must be able to work a minimum of 10 hours per week with a commitment of at least two semesters
- Must report to work on a timely basis or give sufficient notice of absence or tardiness

**Qualifications:**

- Must be a freshman, sophomore, junior, or senior with at least 2 semesters left
- Must be able to troubleshoot and resolve issues within the Operating Systems (Windows 7, Windows 8, Mac OSX)
- Must be able to troubleshoot network connectivity issues with wireless and wired connections
- Must be able to identify the difference between a local and network and be able to add a printer through the print properties
- Must be able to master and train users on software supported by the University
- Have experience in troubleshooting malware and virus related issues
- Understand internet functionality and be able to troubleshoot browser based email, pop-ups and web pages
- Understand and utilize technical concepts and terms such as software, hardware and peripheral support
- Must have experience dealing with customers via phone, in person, email or instant message
- Ability to prepare clear and detailed correspondence
- Ability to represent the university Service Desk at university functions
• Demonstrate commitment to quality customer service
• Ability to work independently as well in a group
• Ability to back up, restore and set up MSU owned and leased assets, a plus
• Prior technical work experience, a plus

Application Instructions: Please visit the link below to apply to this position.
https://surveys.montclair.edu/survey/entryLogin.jsp?surveyId=1430914715460&returnTo=https%3A%2F%2Fsurveys.montclair.edu%2Fsurvey%2Fentry.jsp%3FsurveyId%3D1430914715460