Position Title: Information Technology Technical Support: University Assistant

Position Type: On Campus Part Time Employment

Department: Information Technology, Client Support Services

Supervisor: Customer Support Center Lead

Hours: 19 hours per week, Monday – Friday 12pm – 5pm

Salary: $18.00 - $20.00

Responsibilities: Provide technology support for computers, the campus network and various supported system applications for the campus community; assist with technical support operations, including trouble identification and resolution, follow-up, data entry, documentation of problems and procedures, utilization of help desk software, and dispatching services when necessary.

Qualifications: General technical knowledge, including knowledge of Microsoft products (recent versions of Office and Windows). Knowledge of current web browsers and mobile devices. Ability to work well with others and follow the job through to completion. Excellent communication and customer service skills. Experience in a technical or business-related area in a help desk or customer service preferred.

To apply please email a cover letter, resume of relevant job experiences, and 3 professional references to delucat@ccsu.edu with the subject line "Help Desk University Assistant Application".