

# Emory University Libraries

Request for New Student Assistant



<b>Student Job Details</b>			
Team and/or Unit:	Staff Technology Support and Training (TST)		
Position Title:	Service Desk Technician		
Classification Level:	<b>Student Assistant</b>	Hourly Rate: <b>\$14.00</b>	Available openings: <b>4</b>
Hours per week:	<b>10-20</b>		
Specific time periods required:	<b>Fall and Spring (Summer optional)</b>		
Work Schedule:	<b>Varies</b>		
<b>Responsibilities/Duties:</b>			
<p>A Service Desk Technician acts as the initial point of contact for library staff who are experiencing technical issues or require assistance with IT-related problems. Duties of the position include responding to phone calls and incoming incident tickets, as well as general troubleshooting of computers and audiovisual systems. In addition to technical knowledge, candidates must be able to demonstrate professionalism, dependability, punctuality, and strong customer service and interpersonal skills. Must have experience using virtual platforms such as Zoom and Microsoft Teams.</p>			
<b>Requirements:</b>			
<b><u>Required Qualifications:</u></b>			
<ul style="list-style-type: none"><li>* Available to work a minimum of 10 hours per week</li><li>* Working knowledge of Mac and Windows operating systems</li><li>* Strong communication skills (written and verbal)</li><li>* Willingness to learn new technologies and skills</li><li>* Strong work ethic</li></ul>			
<b><u>Preferred Qualifications:</u></b>			
<ul style="list-style-type: none"><li>* Experience working in a technical support environment</li></ul>			
Interviewer Name:	Mark Hogstrom		
Contact Email:	lib-studentjobs@emory.edu		
Form Submitted by: Mark Hogstrom		Date: 9/6/23	