

ON-CAMPUS JOB OPENING

- Position:** Student Help Desk Assistant
Support and provide assistance for Help desk support staff
- Department/Office:** Information & Technology Services,
Computing & Telecommunication Services
- Notice Date:** April 2008
- Contact Person:** Carol Walther, Help Desk Specialist
Phone #: x7525
- Responsibilities:**
- Answer department phones
 - Offer assistance to customers with computers and telephones on campus
 - Greet visitors
 - Enter service orders in help desk software
 - Refer customers to appropriate resources on campus when necessary
 - Various office duties as assigned.
- Pay Grade:** Based on Information & Technology Services student pay scale
- Term of Position:** This position is available throughout the year. Schedule varies but minimum shifts are two hours in length between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. Students must be enrolled for a minimum of 6 credit hours
- Qualifications:**
- Commitment to providing good customer service (experience helpful)
 - Excellent communication and people skills
 - Multi-tasking abilities
 - Detail oriented
 - Basic computer knowledge
 - Professional demeanor
 - Troubleshooting: Ability to analyze situations and determine solutions.
- Application Procedure:** Submit 1) application, 2) resume and 3) letter of intent to Computing and Telecommunication Services. Application can be downloaded from:
<http://www.plu.edu/~comptelc/about/home.html>
- Note:** We are accepting applications for summer and fall of 2008. Hiring decisions will be made prior to the end of Spring semester.