Position: Information Technology Assistant (Student)

Supervisor: Information Technology Manager

Pay Rate: Contract - $14.65/hour

Schedule: up to 20 hours week

Interested candidates should email Bill Dolan at [psimpson@mainecc.edu](mailto:psimpson@mainecc.edu) for a link to the position application.

JOB DESCRIPTION:

IT Student Assistants act as the front line for the IT Support Desk. They answer the phones, triage tickets, and generate tickets for each interaction. This position will consist of entirely on-site work, assisting members of the IT Department with supporting students with technology needs, cleaning equipment and completing assigned projects.

QUALIFICATIONS/SKILLS:

* Excellent customer service skills.
* Good verbal and written communication skills.
* Ability to learn and adapt in a quickly changing environment.
* Ability to carry 25 lbs. and climb a 6’ ladder.

RESPONSIBILITIES:

* Answer incoming support calls.
* Assign and respond to incoming tickets.
* Assist students and employees with level 1 support issues.
* Move technology between buildings and rooms.
* Coordinate with custodial to clean rooms and equipment as it is relocated.