STUDENT WORKER JOB DESCRIPTIONS:

**Job Number:** (not needed)  
**Job Type:** Student Worker III  
**Job Title:** Help Desk Technician  
**Hours per Week:** 25 max  
**Wage:** $7.50  
**Employer Location:** Knowledge Center  
**Employer Phone:** 682-5564  
**Employer Contact:** Brad Johnson  
**Employer E-mail:** bradj@unr.edu

**POSITION SUMMARY**  
Briefly describe the role of the position within the department and college/school:

The Help Desk Technician III will provide first level customer service and support to faculty, staff, and students via phone and walk-up. Customer issues are typically computing related, including, but not limited to online services, workstation platform software and hardware, client/server applications, and TCP/IP based LAN and WAN networks. The technician will organize and direct the analysis of problem situations through a problem management system (Footprints). Assist faculty, staff, and students with general computer application questions in the KC Computer Labs. Duties include: walk-throughs, answering customer questions, assisting customers with computing and printing equipment and/or computer applications, enforcing lab rules, and maintaining a clean lab. Perform special assignments related to support of computing and networking.

**JOB FUNCTIONS**  
Please identify the essential job functions of the position as well as other functions that may be performed.

Indicate frequency each function is performed: D=Daily, W=Weekly, M=Monthly, Q=Quarterly, AN=As Needed

<table>
<thead>
<tr>
<th>Essential Functions:</th>
<th>Frequency:</th>
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<tbody>
<tr>
<td>1 Provide first level customer service/support</td>
<td>D</td>
</tr>
<tr>
<td>2 Document issues in problem management system</td>
<td>D</td>
</tr>
<tr>
<td>3 Maintain cleanliness/organization of work area</td>
<td>D</td>
</tr>
<tr>
<td>4 Communicate effectively with Customers and coworkers</td>
<td>D</td>
</tr>
<tr>
<td>5 Perform special assignments</td>
<td>AN</td>
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**SKILLS/KNOWLEDGE**  
Briefly describe the skills, knowledge, and abilities which are essential for successful performance of this position.

Required experience with Windows XP, Microsoft Office, and internet usage. Desired experience with customer service, hands on Windows technical troubleshooting, Mac OS X, UNR applications (WebCampus, student email, ePaws, etc.) webpage publishing, antivirus software, network connectivity with TCP/IP, DHCP, & Wireless. Eagerness, willingness to learn, and motivation are essential qualities. Strong logical thought and troubleshooting skills will be helpful. This job will have a substantial learning curve.