Job Title: IT Student Worker  
Pay Type: Hourly  
Department: Student Health Center  
Position Type: Part-time

Job Description

REPORTS TO
The IT student worker will report to the Health IT Computer Analyst.

JOB OVERVIEW
The IT Student Worker will assist the Health IT Department’s Analyst and Manager with the day to day responsibilities of the department. A successful student worker will always represent the department in a courteous and professional manner. This position offers the opportunity to learn from experienced IT professionals and increase your personal skills.

DUTIES/RESPONSIBILITIES:
- Troubleshooting of operating system related issues
- Troubleshooting of printers and other hardware
- Preparing new computers for deployment
- Completing documentation related to inventory management
- Monitoring HelpDesk software for support tickets
- Managing and complete projects when assigned
- Answering phone calls and open support tickets on behalf of users
- Completing task within the EHR as assigned
- Maintaining a high level of professionalism at all times
- Keeping supervisors informed of all current issues
- Utilizing research skills to acquire, maintain and increase knowledge of supported products
- Training users on supported applications and hardware
- Assisting with occasional SHC outreach programs around campus

QUALIFICATIONS/REQUIREMENTS:
- Excellent customer service skills
- Ability to multitask
- Working knowledge of Windows and Mac operating systems
- Experience with basic Windows 10 troubleshooting
- Experience with Microsoft Word and Excel
- Organizational skills
- Excellent communication skills
- Self-motivated
- Ability to take direction and follow-through to completion

TIME COMMITMENT:
The position offers the ability to work up to 20 hours a week during fall/spring semesters. Time management is a skill vital to a student’s success, and as such, a minimum of 14 hours a week will be expected. Exceptions may be granted with appropriate prior notice, at the supervisor’s discretion.

Email resumes to shc-it@lsu.edu or apply online at https://app.joinhandshake.com/jobs/1828084

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